Idaho PDMP AWARxE

User Support Manual

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1 What Is a Requestor?

A requestor is a PMP AWARxE account type that is typically used to review a patient's prescription history. A requestor's primary task within the application is to determine if a patient should be given or dispensed a prescription based on their prescription history. Requestors are the strongest line of defense to prevent prescription drug abuse. Physicians and pharmacists are the most common type of requestor, however, there are a myriad of roles that can be classified as a requestor, including those of Law Enforcement. A complete list of available roles that fall into the requestor category are as follows:

Healthcare Professionals

- Dentist
- IHS Prescriber
- IHS Dispenser
- Military Prescriber
- Medical Resident
- Nurse Practitioner / Clinical Nurse Specialist
- Pharmacist
- Pharmacist's Delegate – Licensed
- Out of State Prescriber
- Physician (MD, DO)
- Physician Assistant
- Podiatrist (DPM)
- Optometrist
- Prescriber Delegate - Unlicensed
- VA Dispenser
- VA Prescriber
- Veterinarian

Law Enforcement

- Corrections
- ATF
- DEA
- Drug Court
- FBI
- FDA
- HHS
- Homeland Security
- Probation
- State Attorney General
- Local
- Medicaid Fraud Units
- Military Police
- Multijurisdictional Task Force
- OIG
- Parole
- State Criminal Justice Department
- State Drug Control Agent
- State Police
- State Prosecutor (District or Commonwealth Attorney)
- VA Investigator
- US Attorney

Other

- Child Protective Service
- Licensing Board Investigator
- Medical Examiner/Coroner
- State Medicaid Program
- Board of Medicine Investigator
- Board of Pharmacy Investigator
- Board of Nursing Investigator
- Board of Podiatry Investigator
- Board of Dentistry Investigator

2 Registration

PMP AWARxE requires that every individual register as a separate user, using their email address as their username within the system. A user can register as a delegate, a role which is designed to allow the user to generate reports on the behalf of another, current user. An example of a delegate role would be a nurse at a small doctor's office. The nurse would act as a delegate to the physician to create Patient Rx reports for the patients that the physician would be helping that day. All queries run by the delegate will be attributed to the prescriber for whom they run the report.

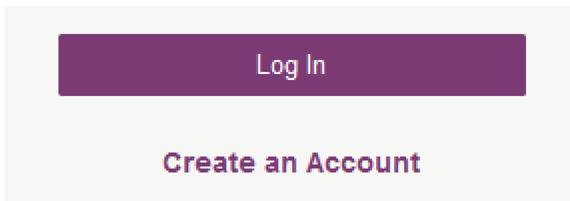
Please note that if you had an account with the previous system, you may already have an account in PMP AWARxE. Please attempt to access your account by following the Reset Password instructions located in this guide before attempting to create a new account. Please utilize the email address associated with your previous account.

The registration process is comprised of three screens: the account settings screen, the role selection screen, and the demographics screen. All three screens must be filled out before the user can successfully submit their registration for processing.

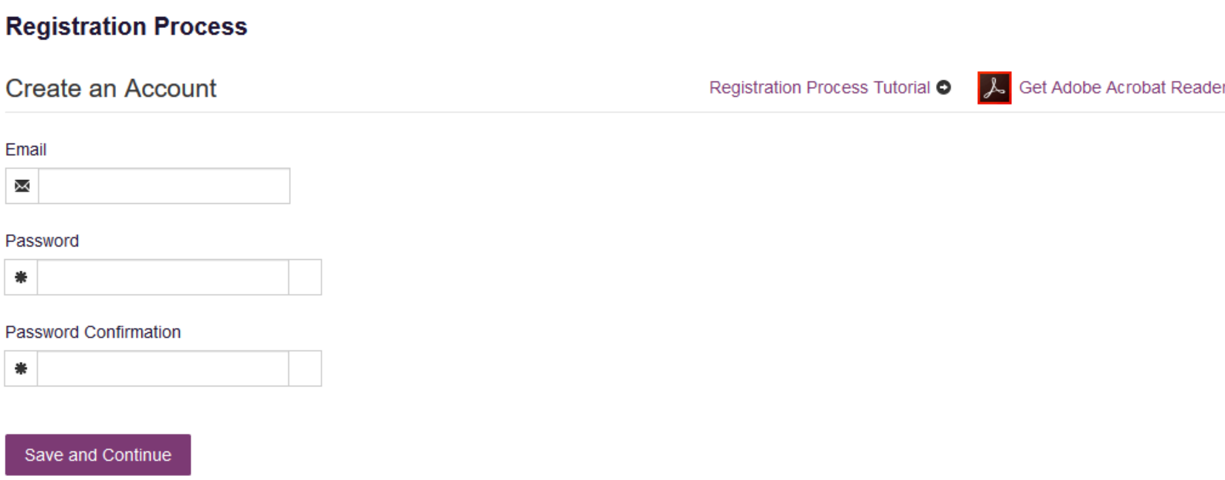
Requestor roles may also require the upload of a copy of a current government-issued photo ID, such as a Driver's License or a Passport, or notarized validation documents. If required, this documentation must be submitted prior to the user account being approved. The user can submit digital copies through PMP AWAR$_x$E after completing the registration screens.

2.1 Registration Process

1. To request a new account in PMP AWAR$_x$E, the user must first load the login screen for the application. The login screen is located at https://idaho.pmpaware.net/login
2. Once at the login screen, the user must click the "Create an Account" option to begin the process.

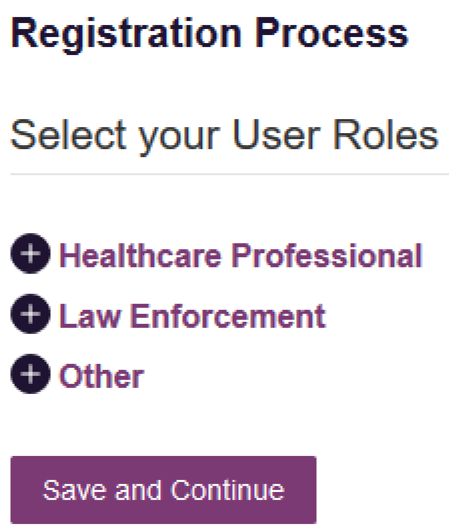


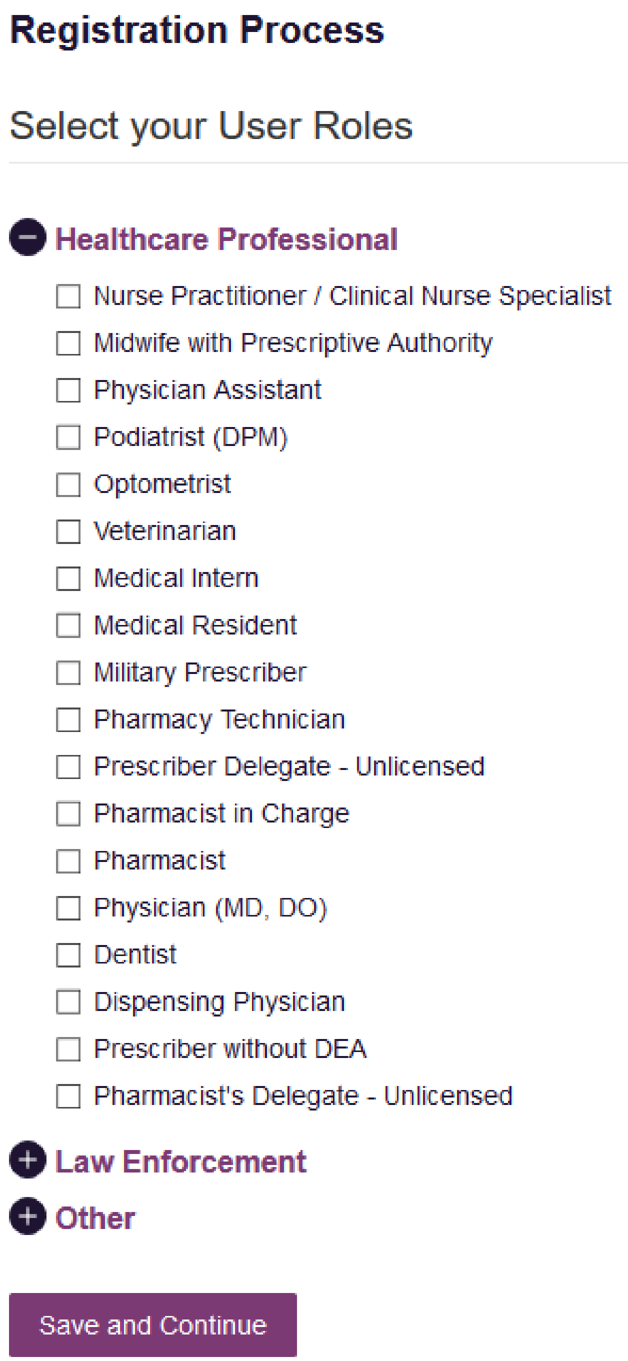
3. The next screen requires the user to enter their current, valid email address and select a password. The password must be entered a second time for validation.
    a. The password must contain at least 8 characters, including 1 capital letter and 1 special character (such as !,@,#,$)
    b. A Registration process tutorial is located to the top right of the screen.



4. After the email and desired password have been entered, the user must click the "Save and Continue" button.
5. The second step is the role selection screen. The user can expand the role categories to select the role that fits their profession.

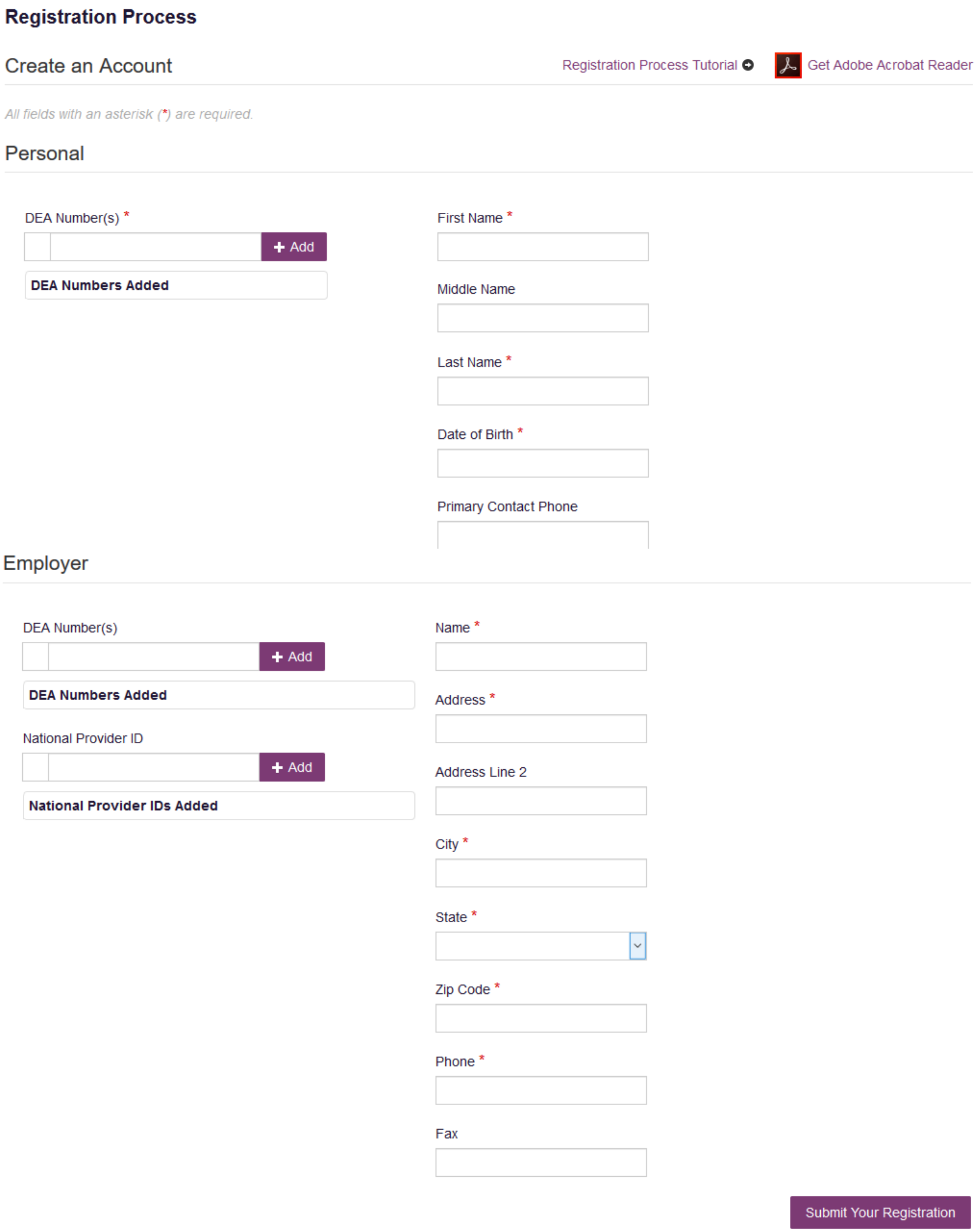
a. If you do not see an applicable role for your profession, the State Administrator has not configured a role of that type and potentially may not allow users in that profession access to PMP AWAR$_x$E.





6. After the role has been selected, the user must click the "Save and Continue" button.

7. The final screen is the demographics screen. Here the user must enter their name, date of birth, employer information, and other information as configured by the State Administrator.
   a. Required fields are marked with a red asterisk.
   b. Please enter all active DEA numbers, if applicable.



Registration Process

Create an Account

Registration Process Tutorial

Get Adobe Acrobat Reader

All fields with an asterisk (*) are required.

Personal

DEA Number(s) *

+ Add

DEA Numbers Added

First Name *

Middle Name

Last Name *

Date of Birth *

Primary Contact Phone

Employer

DEA Number(s)

+ Add

DEA Numbers Added

National Provider ID

+ Add

National Provider IDs Added

Name *

Address *

Address Line 2

City *

State *

Zip Code *

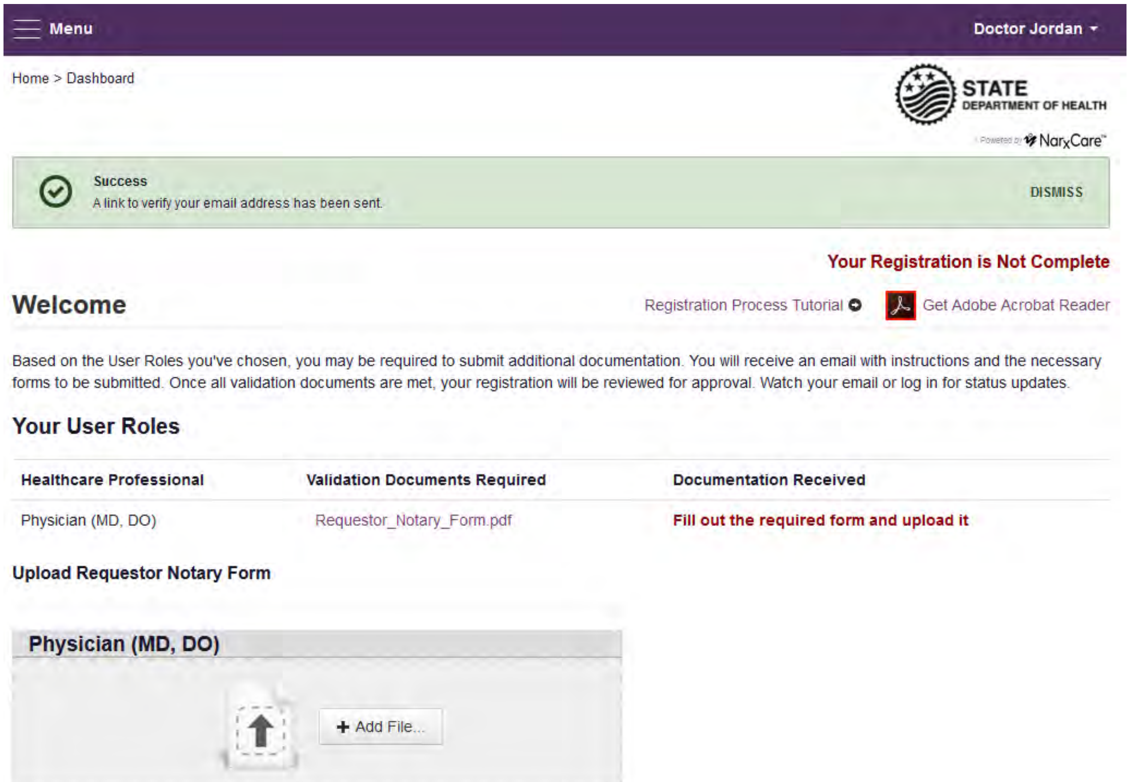
Phone *

Fax

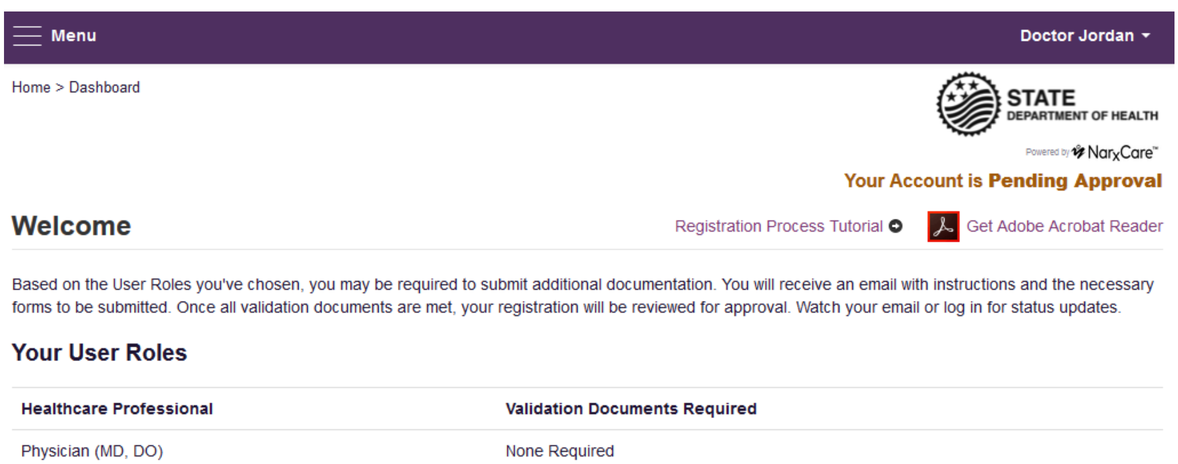
Submit Your Registration

8. After all information has been entered into the form, the user must click the "Submit Your Registration" button to complete the process.

9. The user will then be taken to a landing page notifying them that their account is either pending approval, or incomplete and requires further action.
    a. Users will also be notified that a link to verify their email address has been sent.
    b. If your registration is "Incomplete," please see the [Validation Documents](#) section.



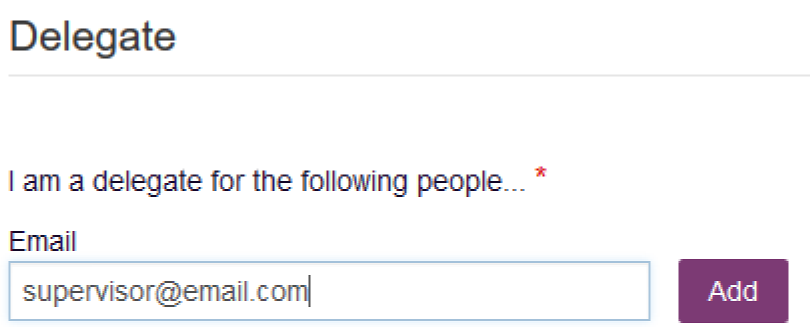
    c. If your account is "Pending Approval," it is complete and is awaiting approval by the State Administrator.



2.2 Registering as a Delegate

Registering as a delegate is virtually identical to registering as any of the other healthcare professional roles. The user would select one of the delegate roles (e.g. *Prescriber Delegate – Unlicensed* or *Pharmacist Delegate – Unlicensed*) and enter any required information on the demographics screen.

The final section of the demographics screen requires the delegate to enter their supervisor's email address. **The supervisor must already have a registered account with the PMP AWAR$_x$E.** Delegates may enter more than one supervisor. When adding a supervisor, a delegate will want to ensure that they enter the supervisor's email address correctly and that they are using a valid email address.

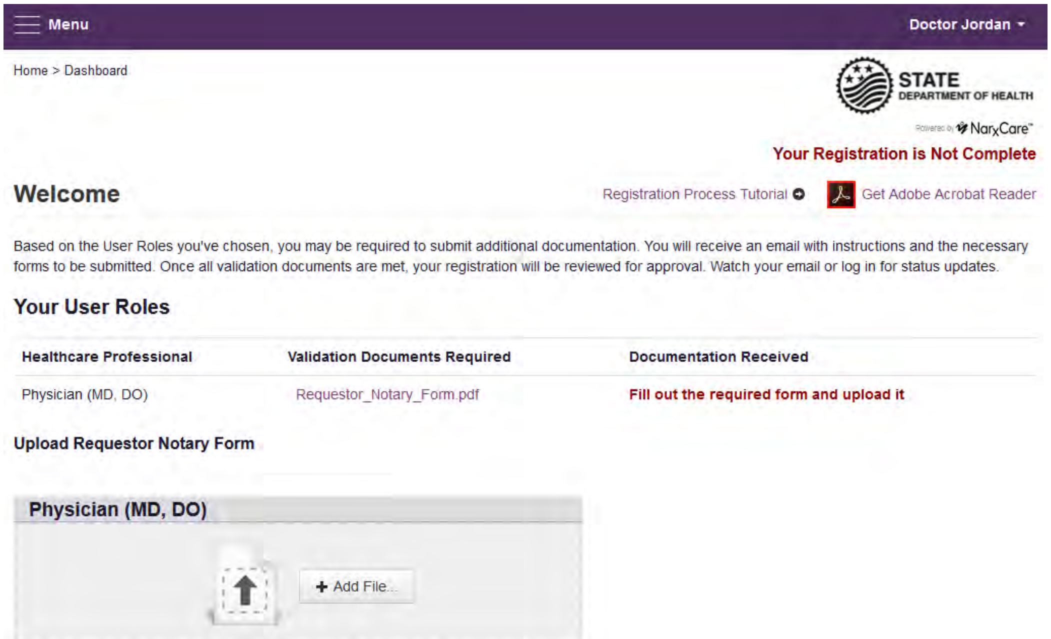


2.3 Email Verification

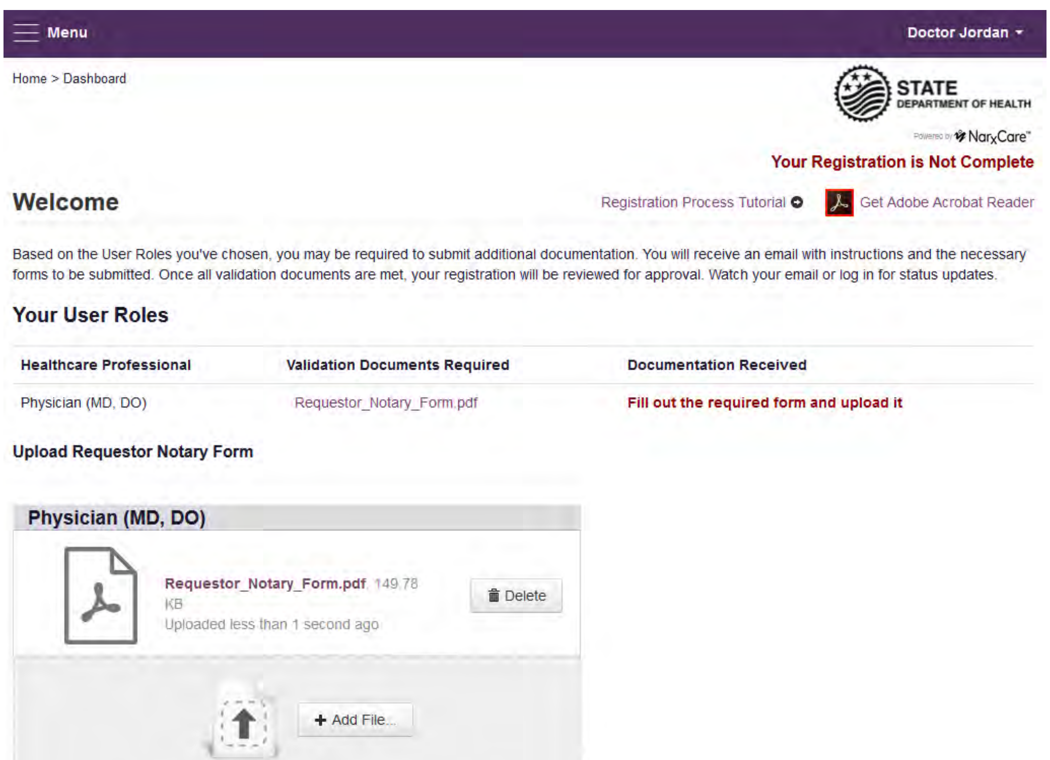
1. After the user submits their registration, PMP AWAR$_x$E sends an email to the supplied email address asking for verification of an active email address.
2. The user must click the link within the email to verify their email address.
    a. The link contained within the email is only valid for 20 minutes. In the event the time has expired, clicking the link will result in a new email verification notification being sent to the user. The user must click on the link in the new email to verify their email address.
3. The user is taken to a screen displaying a message that their email address has been validated.

2.4 Validation Documents

1. If a State Administrator requires further validation for a role the user registered for, the user will receive an email with instructions the State Administrator has provided and the necessary forms to fill out and complete.
2. The user completes the required form(s) in accordance with the instructions.
3. The user must then submit the form(s) to the PMP AWAR$_x$E system by two methods (as configured by the State Administrator)
    a. The user logs into the PMP AWAR$_x$E using their email address and password used to request an account.
        i. The user is presented with a file upload screen.



ii. The user clicks “add file” and selects the file for upload. No further action is needed. The user will receive an email notifying them that an update has been made to their account. Once the validation document(s) are uploaded, no further action is needed by the user.



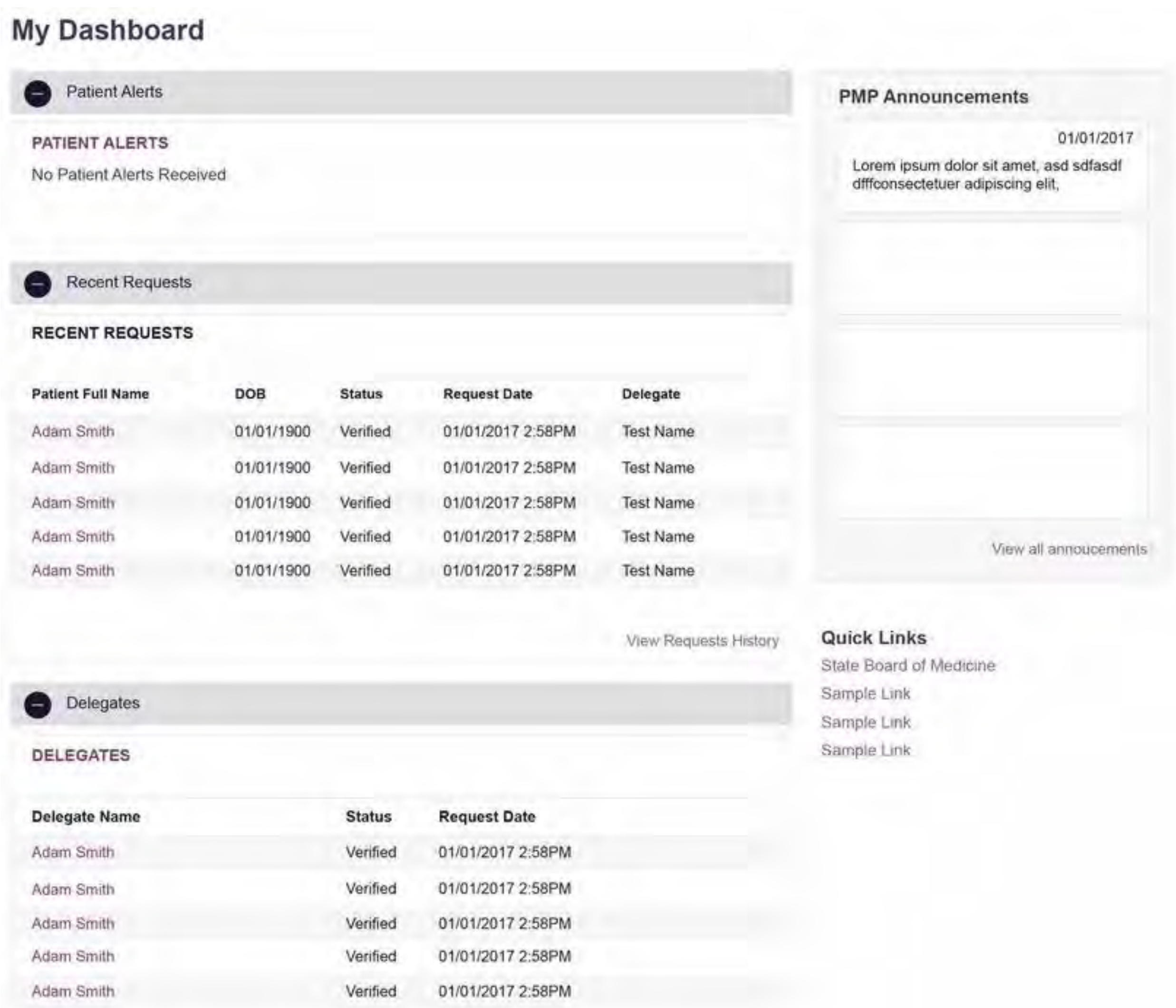
b. The user mails the forms to the state office.

2.5 Account Approved

1. After the State Administrator has determined that all requirements have been met for the user account, the account can be approved.
2. The user receives an email stating that their account has been approved and is now active.
3. The user can then log into PMP AWARxE using the email address and password supplied during the account creation process. If the user no longer has the password, it can be reset by navigating to: https://idaho.pmpaware.net/identity/forgot_password

3 Requestor Dashboard

The Requestor Dashboard is the first screen users see once logged in with an approved account. It provides a quick summary of pertinent items within PMP AWARxE, including State Administrator announcements, the user's recent patient searches, patient alerts, and their delegate's/supervisor's status. The Dashboard can be accessed at any time by clicking **Menu** > **Dashboard** (Under "**Home**").



3.1 Patient Alerts

This section shows the most recent patient alerts. New alerts, ones that have not been viewed, are **bold** and have the word "**NEW**" next to them. Clicking the PDF Icon will download the letter associated with the alert. Clicking the patient's name will take the user immediately to the report normally found under **RxSearch > Patient Request**. **NOTE:** This section is user role dependent, meaning that certain roles will be unable to view this section.

3.2 Recent Requests

This section shows the last few patient searches that were performed by the user or by one of the user's delegates. Clicking the patient name will take the user to the patient report. **NOTE:** The report seen here is a historical report. It is the data that was viewed when the report was initially run. For instructions on performing patient Rx history searches, see section Creating a Patient Rx Request.

3.3 Delegates/Supervisors

This section shows the user's delegates or supervisors depending on the user's role. A supervisor can quickly change a delegate's status from the dashboard by clicking the delegate's name. They will be taken to the Delegate Management screen where they can approve, reject, or remove a delegate from their profile. For additional information regarding delegate management, see the Delegate Management section.

3.4 Announcements and Quick Links

State Administrators can configure Announcements to be displayed to users in this section. The quick view on the right shows only the first few lines of text, but clicking on the **Announcements** button will display the full announcement text. The announcements can be configured as role specific meaning that a user whose role is physician can have an announcement whereas delegate user may not have the same announcement viewable under their profile.

State Administrators can also configure Quick Links to webpages outside of PMP AWAR$_x$E.

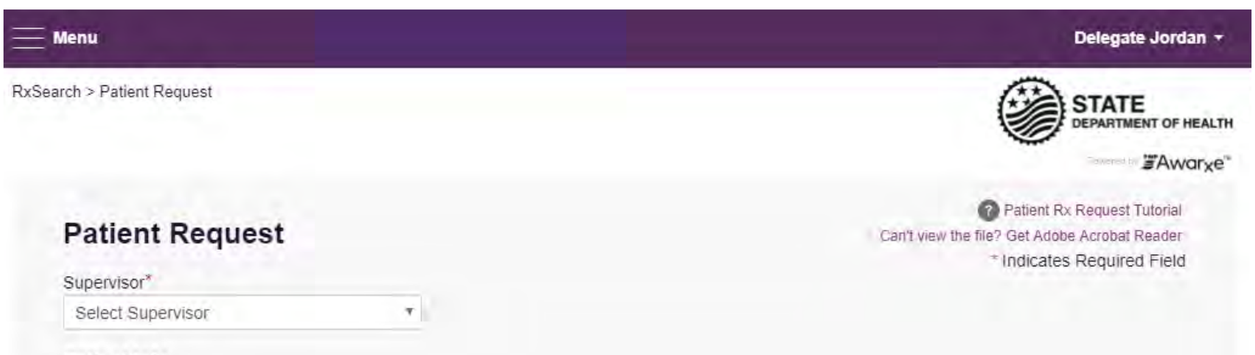
4 RxSearch

Depending on the settings the State Administrator has enabled for the portal in general and the specific roles types, there may be different options available. The screenshot above and the descriptions that follow in this section are all inclusive. If an option is not available, then it has not been enabled by the State Administrator.

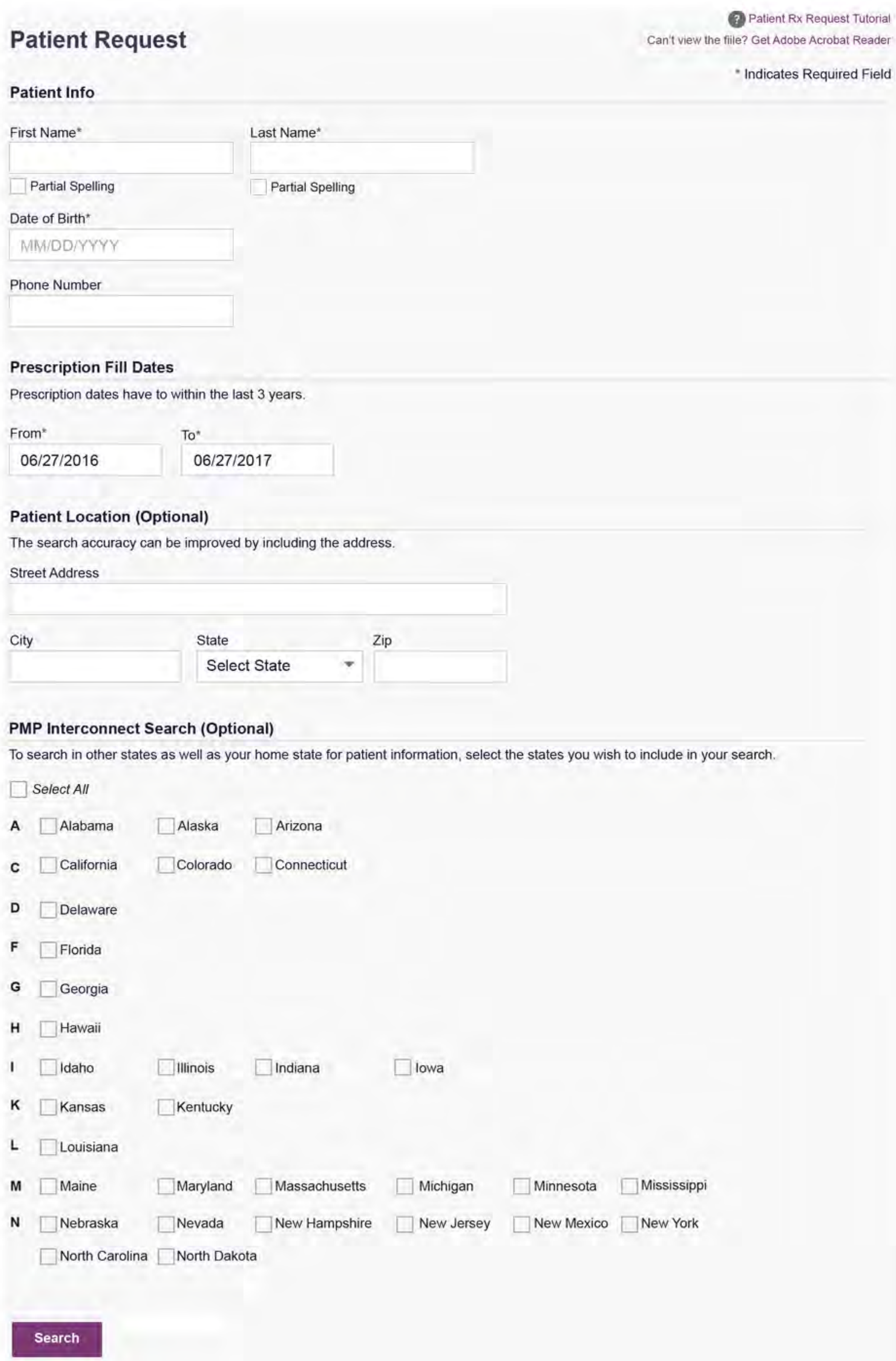
4.1 Creating a Patient Request

The Patient Request is a report that displays the previous prescription drug activity for a specific patient.

1. A user must log into PMP AWARxE and navigate to **Menu > RxSearch > Patient Request**. If needed, there is a tutorial located toward the top right of the screen.
2. If the user is a delegate, then they must select a supervisor from the dropdown at the top of the screen. If they have no available supervisors, then they must contact their supervisor to approve their account, add a supervisor under My Profile if available for editing (see My Profile for further instructions), or contact the State Administrator.



3. The screen displays search fields to lookup a patient. All fields marked with a red asterisk (*) are required. At a minimum, the user must enter a first and last name and date of birth for the patient. Start and end dates for prescriptions are also required.



? Patient Rx Request Tutorial
Can't view the file? Get Adobe Acrobat Reader

Patient Request

* Indicates Required Field

Patient Info

First Name*

Partial Spelling

Last Name*

Partial Spelling

Date of Birth*

MM/DD/YYYY

Phone Number

Prescription Fill Dates

Prescription dates have to within the last 3 years.

From*

06/27/2016

To*

06/27/2017

Patient Location (Optional)

The search accuracy can be improved by including the address.

Street Address

City

State

Select State

Zip

PMP Interconnect Search (Optional)

To search in other states as well as your home state for patient information, select the states you wish to include in your search.

Select All

A Alabama Alaska Arizona

C California Colorado Connecticut

D Delaware

F Florida

G Georgia

H Hawaii

I Idaho Illinois Indiana Iowa

K Kansas Kentucky

L Louisiana

M Maine Maryland Massachusetts Michigan Minnesota Mississippi

N Nebraska Nevada New Hampshire New Jersey New Mexico New York

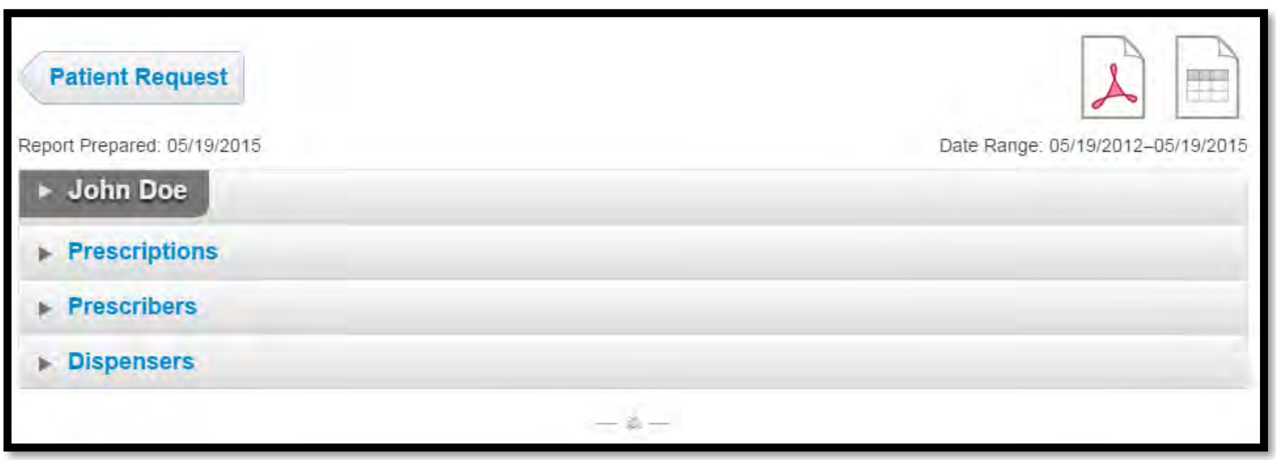
North Carolina North Dakota

Search

    a. Partial Spelling – By clicking the *Partial Spelling* boxes for either first or last name, users have the option to use only part of a patient's name to perform a search. This can be very helpful when searching hyphenated names or names that are often abbreviated such as "Will" vs. "William".
    b. At least three letters must be included in order to employ *Partial Spelling*.
4. If the user requires information from other states, the user can select the desired states from the list of available PMPi states.
    a. If a state is not available within the PMPi list, then data sharing is not currently available with that state.
    b. **NOTE:** Only an exact name match will return results from interstate searches. There will not be a multiple patient list displayed for patients who do not have an exact name match.
5. The user clicks the search button to begin the search.
6. When a single patient has been identified, results are returned to the screen.
7. If the search could not determine a single patient match, the user will receive a message warning of multiple patient matches. The patient records that correspond with the patient can all be selected for inclusion in the report see the Multiple Patients Identified and Partial Search Results sections for more information.

4.1.1 Viewing the Patient Rx Request

1. The Patient Rx Request report screen is comprised of four main sections: Patient Information, Prescriptions, Prescribers, and Dispensers.



Back

DEPARTMENT OF HEALTH

Powered by Awarxe

Patient Report

Refine Search

Report Prepared: 07/06/2017 07:15PM

Date Range: 07/12/2016 - 07/12/2017

Download PDF | Download CSV | Share Report

Alice Testpatient

Linked Records

Name	DOB	ID	Gender	Address
Patient Name	01/01/1900	1	Female	832 Not Real Patient Driv Wichita, KS 67205
Patient Name	01/01/1900	2	Female	832 Not Real Patient Driv Wichita, KS 67205
Patient Name	01/01/1900	3	Female	832 Not Real Patient Driv Wichita, KS 67205

Report Criteria

First Name	Last Name	DOB
Patient Name	Patient Name	01/01/1900

Prescriptions

Summary

Total Prescriptions:	4
Prescribers:	4
Pharmacies:	3
Private Pay:	2
Active Daily MME:	0.0

Filled	ID	Written	Drug	Qty	Days	Prescriber	RX #	Pharmacy*	Refill	MME/D	Pymt Type	PMP
06/18/2017	120	06/18/2017	Tramadol HCL 50 MG Tablet	120	30	Ge Ben	1234	Walmart (4567)	0	20.00	Comm Ins	OH
06/18/2017	120	06/18/2017	Tramadol HCL 50 MG Tablet	120	30	Ge Ben	234234	Walmart (3123)	0	20.00	Comm Ins	OH
06/18/2017	120	06/18/2017	Tramadol HCL 50 MG Tablet	120	30	Ge Ben	234234	Walmart (1234)	0	20.00	Private Pay	OH
06/18/2017	120	06/18/2017	Tramadol HCL 50 MG Tablet	120	30	Ge Ben	345345	Walmart (4567)	0	20.00	Private Pay	OH

* Pharmacy is created usign a combination of pharmcy name adn the last four digits of the pharmacy license number

Per CDC guidance, the conversion factors and associated daily morphine milligram equivalents for drugs prescribed as part of medication-assisted treatment for opioid use disorder should not be used to benchmar against dosage thresholds meant for opioids prescribed for pain.

Prescribers

Dispensers

Dispensers

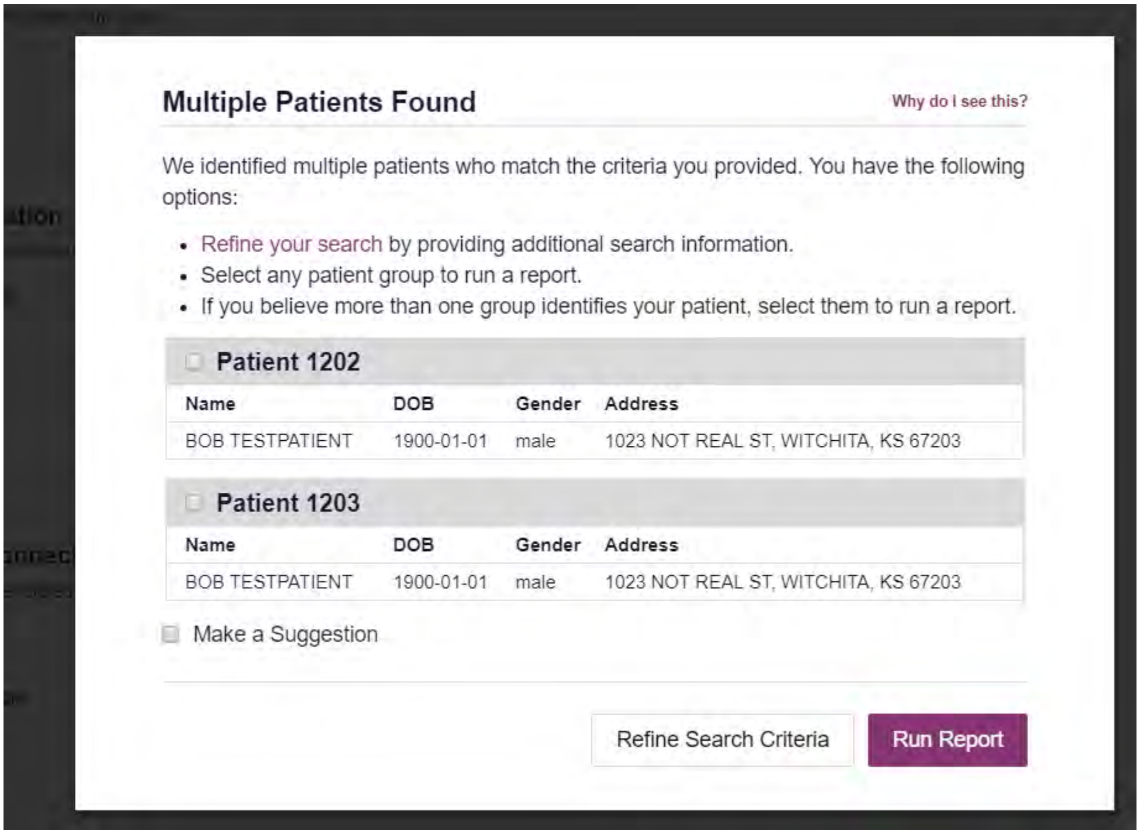
Pharmacy	Address	City	State	Zipcode	Phone
Walmart	5297 Hazy Forest Lane	Brooklyn Heights	OH	45508-8557	675-780-9898
Walmart	5297 Hazy Forest Lane	Brooklyn Heights	OH	45508-8557	
Walmart	5297 Hazy Forest Lane	Brooklyn Heights	OH	45508-8557	
Walmart	5297 Hazy Forest Lane	Brooklyn Heights	OH	45508-8557	

2. At the top of the request, the report displays the date the request was run and the date range used to create the request.

3. If configured for the account type by the State Administrator, buttons may also be present that will allow the user to save the report as a PDF document or to save the report as a CSV data file.
4. The Patient Information section displays the search criteria used to search for the patient. It will also display all known patient names, birthdates, and addresses that have been matched to the patient the user searched.
    a. The table can represent instances of a patient with multiple addresses, misspellings of names, etc.
    b. The table also lists an ID number that will match a patient's address information to a prescription from the prescription table.
5. The Prescriptions table lists information related to each prescription issued to the patient within the search period entered.
    a. The Patient ID column is used to provide a link between a specific prescription and the patient name/location information.
6. The Prescribers table displays the information for all prescribers who issued a prescription to the patient within the search period used.
7. The Dispensers table displays the information for all Dispensers who filled a prescription to the patient within the search period used.
8. Each section is collapsible. Users can click on the plus signs next to each section to expand or collapse each section.
9. Each section's tables can be resized to show more or less records. Users can click and drag the bottom of the table with their mouse to resize. A minimum of 2 rows are required to be displayed.
10. Columns in each section can be sorted. Clicking on a column header will allow the results to be sorted in ascending or descending order based on the column selected.
    a. Column sorting is saved when exporting the request.

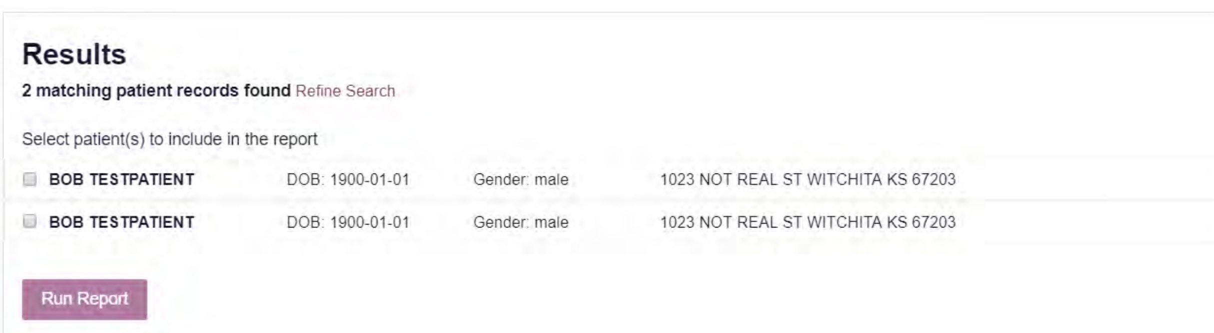
4.1.2 Multiple Patients Identified

1. When submitting a Patient Rx Request, if the entered search criteria cannot identify a single patient, the user receives a message that multiple patients have been identified.
2. The user can refine their search criteria and rerun the report or select one or more of the patient groups identified and run the report.



4.1.3 Partial Search Results

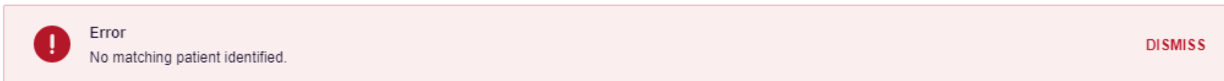
1. When submitting a Patient Rx Request using partial names, if the entered search criteria cannot identify a single patient record, the user receives a message that multiple patients have been identified.
2. The user can refine their search criteria and rerun the report or select one or more of the patient records identified and run the report.



4.1.4 No Results Found

1. If a user searches for a patient and no matching patient can be found, a message is displayed on the screen informing the user that the patient could not be found.
2. If a match for the patient is found, but there are no prescriptions that match the date range entered, the user will receive the below message.

3. The user can modify their search information and resubmit their request.
    a. The user should verify all information entered on the request (ex. Incorrect birthdate, name misspelling, etc.)
    b. The user can attempt a partial search if a partial search was not originally performed and is available for selection
    c. The user can enter additional demographic information like a zip code to perform a fuzzy search.



4.2 Request History

1. To view a Patient Rx Request that was previously created, navigate to **Menu > RxSearch > Requests History.**
2. A list of Patient Rx Requests made in the previous 30 days are displayed.
3. The user can only view Patient Rx Requests they or their delegate(s) have created.
4. The user can select a previous request to view the details of the request in a detail card at the bottom of the screen.
    a. Search criteria is displayed
    b. PMPi states used during the search are displayed
    c. If the user's requests require approval and the request is pending or was denied, the reason is displayed.
5. Click the View button to open the results of that request
    a. Results of previous requests are not updated with new information. If a user requires updated information for their request, they must generate a new request for the patient. Generating a new Rx Request from a previous request can be quickly be done by clicking the "Refresh" button next to the "View" button. This will take the user back to Patient Request screen with all previously used search parameters already populated.

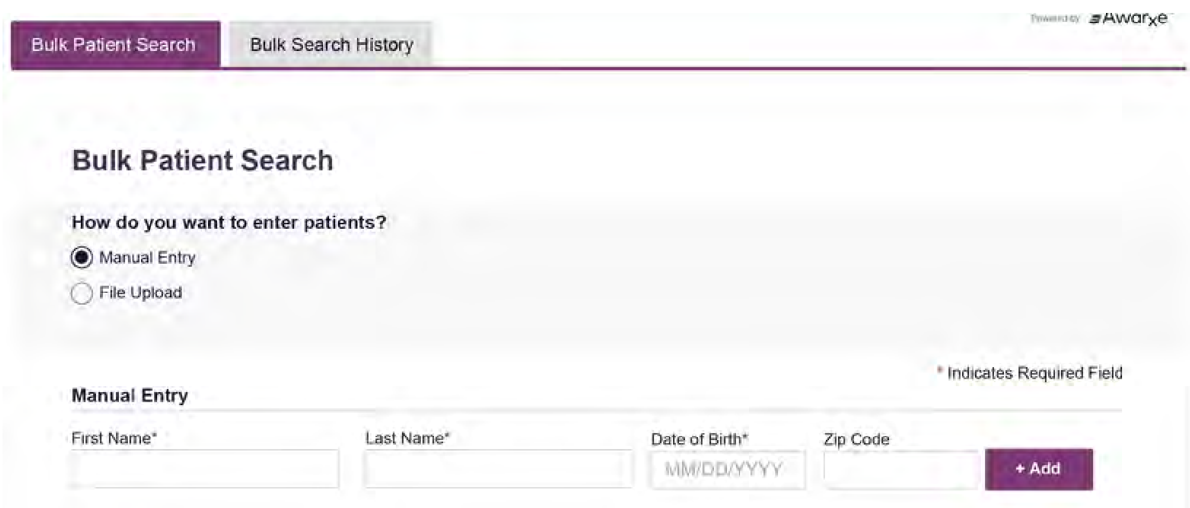
4.3 Bulk Patient Search

The Bulk Patient Search is similar to the normal Patient Request (search). It however allows the entry of multiple patients at once rather that one at a time. Patient names are either entered manually or via an uploaded CSV file. To access Bulk Patient Search, navigate to **Menu > RxSearch > Bulk Patient Search.**

The screen is comprised of two tabs, the Bulk Patient Screen which is the landing page and is where the user can start a new search, and the Bulk Search History tab, used for reviewing the results of a request or viewing previous request results.

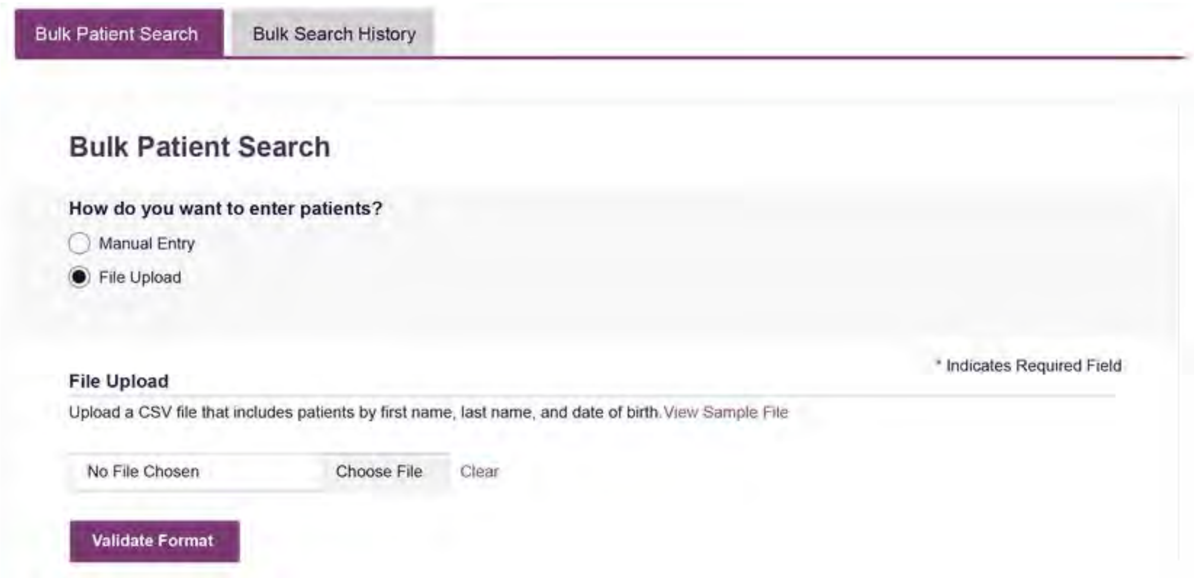
Manual Entry

1. Enter First Name, Last Name, DOB (and any other state required fields)
2. Click the *Add* button after each entry.



File Upload

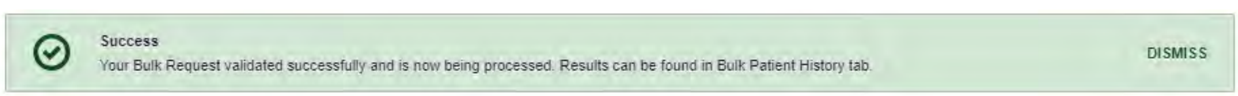
1. Click the radio button for "File Upload"
2. Download the Sample CSV by clicking "View Sample File"
3. Fill out the required fields and upload the file.
4. Click Validate Format to download a validation report and ensure all records were entered correctly. Null values in the Errors columns indicate acceptable data. If a search is submitted with an invalid file, this will result in a validation error for the search. The file must be corrected and the search resubmitted with the corrected file.



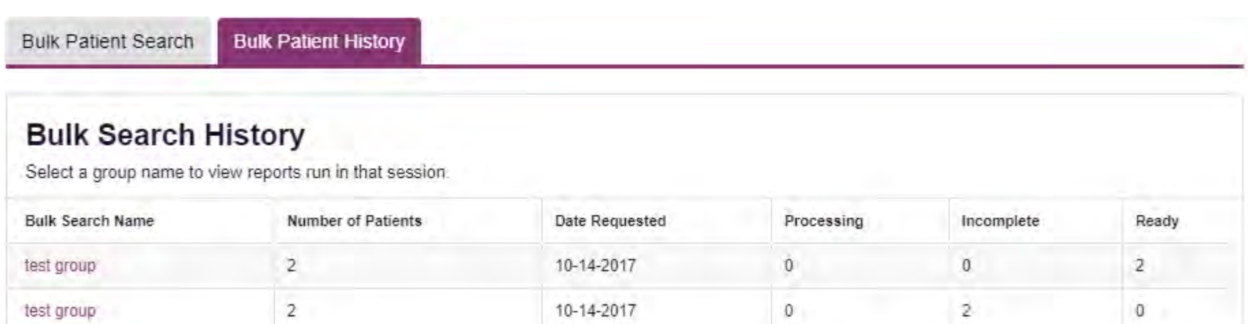
Once the user has entered patients for their search either manually or via file upload, the user will then:

1. Create a Group Name for the search. Group name is required. If group name is not selected, the request will result in a validation error for the search.
2. Select additional states for your search if necessary/available.
3. Click *Search*.
   a. An acknowledgment may be available, and users may be required to acknowledge they have read it if configured by the State Administrator.

A status message will appear.



4. To obtain the results of the search, click the Bulk Search History tab to the right of the Bulk Patient Search tab.


Bulk Patient Search | Bulk Patient History

Bulk Search History

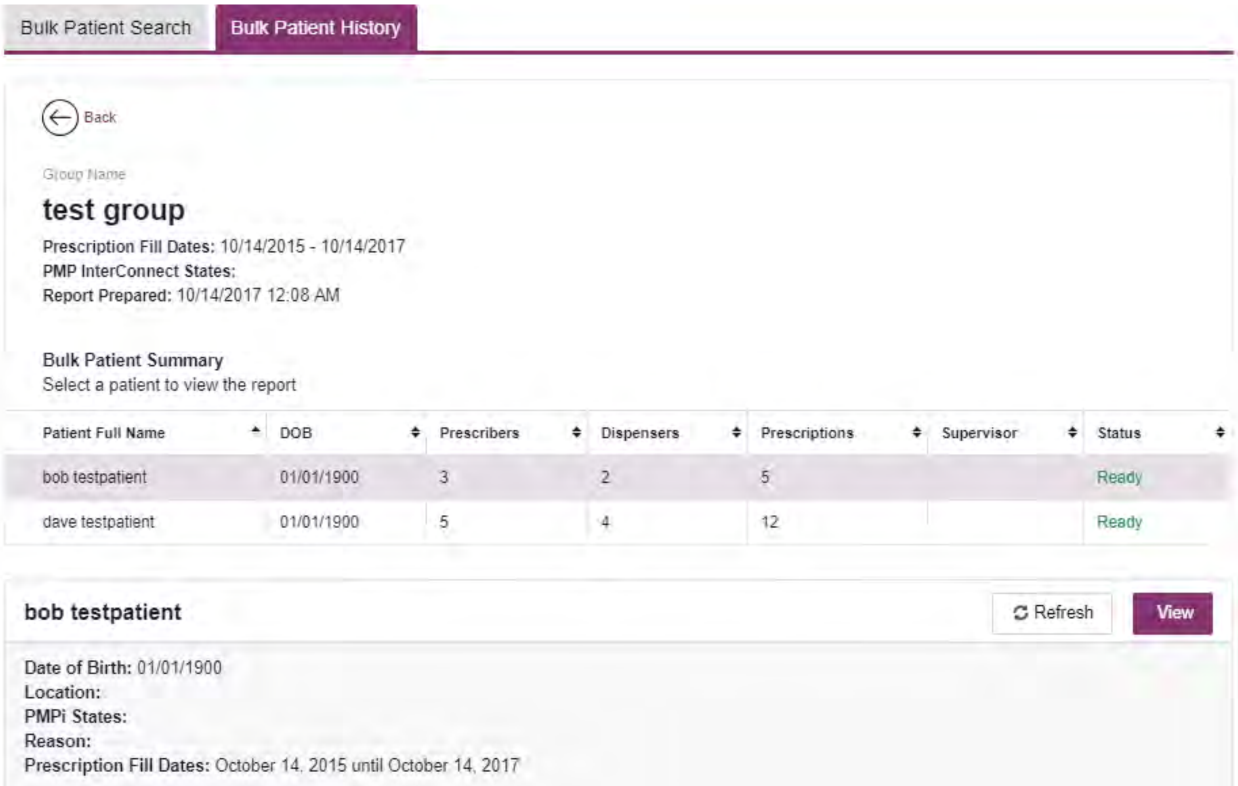
Select a group name to view reports run in that session.

Bulk Search Name	Number of Patients	Date Requested	Processing	Incomplete	Ready
test group	2	10-14-2017	0	0	2
test group	2	10-14-2017	0	2	0

d. The Bulk Search History tab will display previous bulk searches. This screen will indicate whether your search results are still processing with a total number of searches still to

be processed. It will provide a total count of patients in your search in the "Number of patients" column. It will indicate a count of patient records it could not find in the "Incomplete" column. It will indicate a count of patent search results available in the "Ready" column.

5. Click the Bulk Search Name (which is a hyperlink) to see the results of the search.
6. Click a patient name within the search results. Details of the patient search will appear at the bottom of the page.

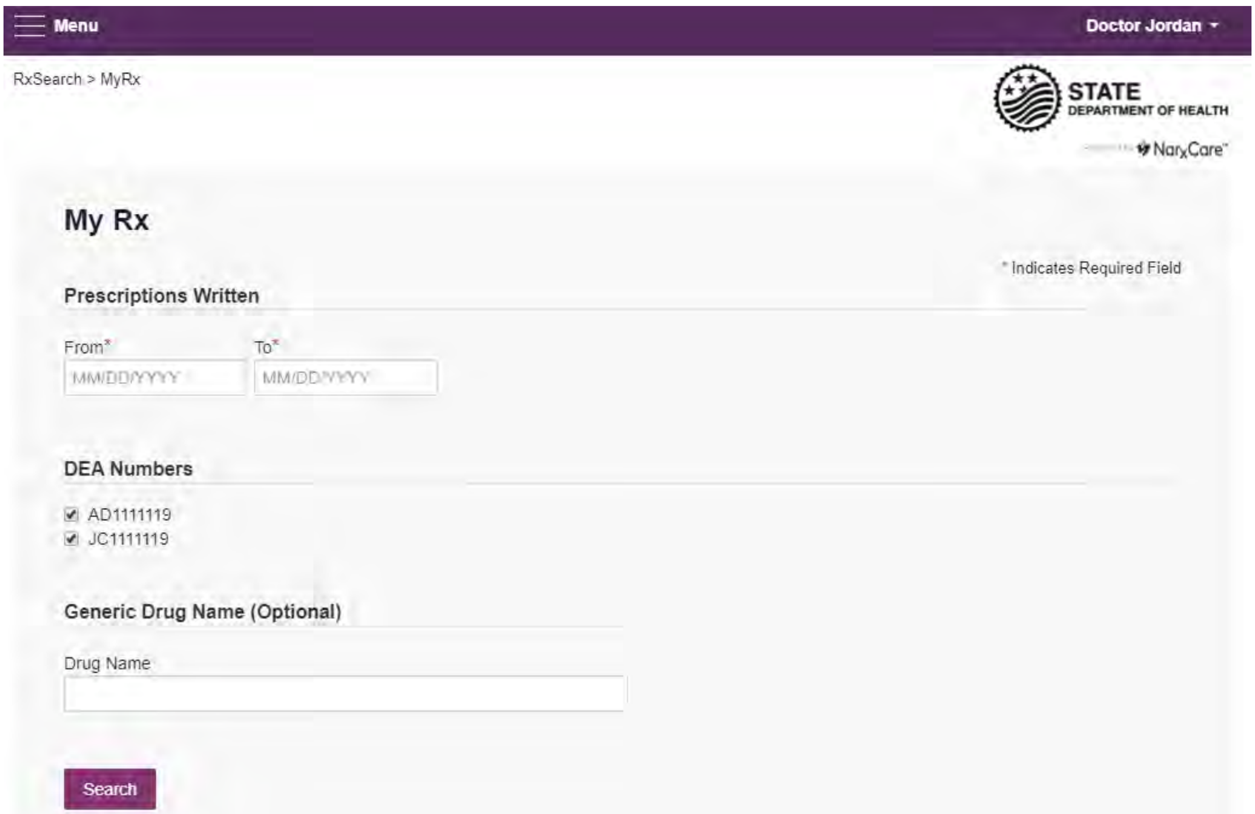


7. Click *View* to see the actual Patient Report, or Click Refresh if you are reviewing a previous report and wish to run a current report. For more information on the report results screen, see the [Viewing the Patient Rx Request] section.

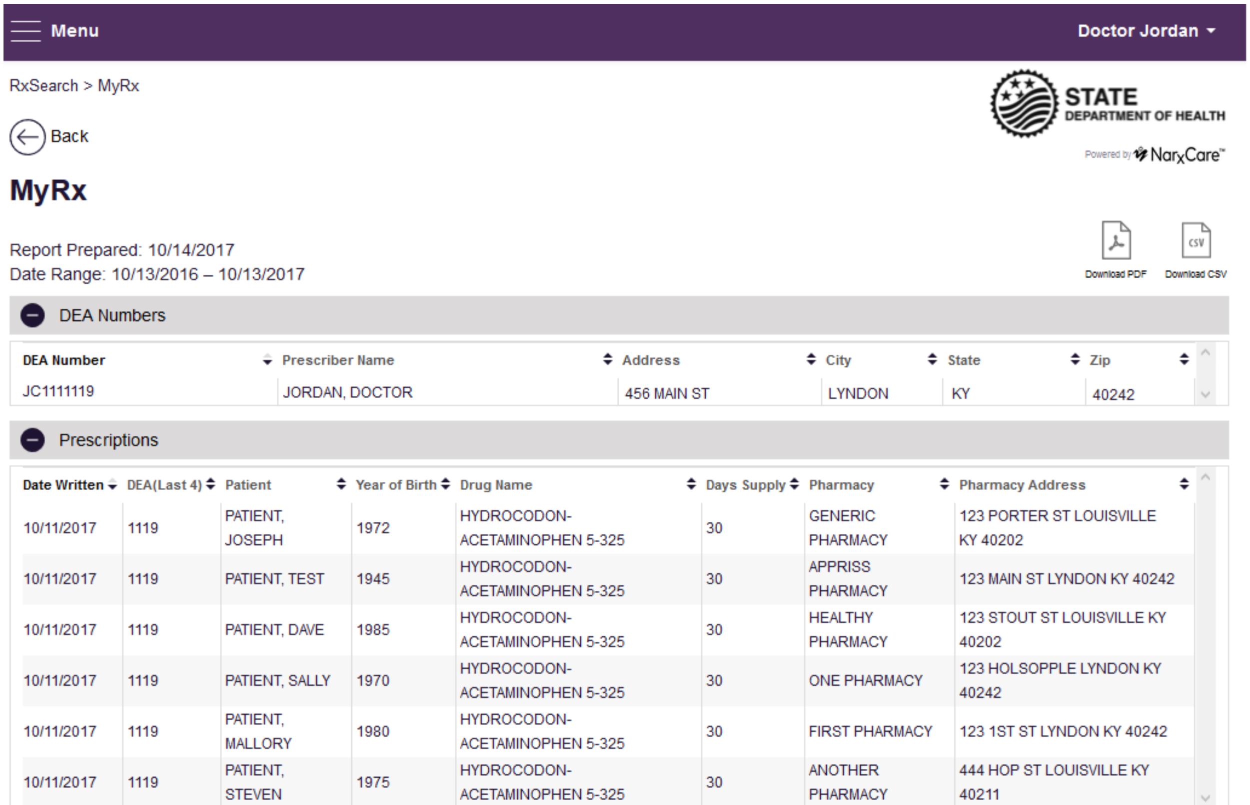
4.4 MyRx

MyRx gives users that have a DEA number associated with their account the ability to run a self-report to see what prescriptions have been filled where they were listed as the prescriber. **NOTE:** This section is only visible if the user has a DEA number associated with their User Profile.

To access MyRx, navigate to **Menu > RxSearch > MyRx**.



1. Enter the chosen date range for the search.
2. Click the DEA number(s) you want to run a report on.
3. Enter a generic drug name if needed. Click Search.
4. The system will display a report of prescriptions written by the prescriber within the requested date range. The report is available for export via .pdf or .csv if configured by the State Administrator.



Menu Doctor Jordan

RxSearch > MyRx

STATE DEPARTMENT OF HEALTH

Powered by NarxCare

Back

MyRx

Report Prepared: 10/14/2017
Date Range: 10/13/2016 – 10/13/2017

Download PDF Download CSV

DEA Numbers

DEA Number	Prescriber Name	Address	City	State	Zip
JC1111119	JORDAN, DOCTOR	456 MAIN ST	LYNDON	KY	40242

Prescriptions

Date Written	DEA(Last 4)	Patient	Year of Birth	Drug Name	Days Supply	Pharmacy	Pharmacy Address
10/11/2017	1119	PATIENT, JOSEPH	1972	HYDROCODON-ACETAMINOPHEN 5-325	30	GENERIC PHARMACY	123 PORTER ST LOUISVILLE KY 40202
10/11/2017	1119	PATIENT, TEST	1945	HYDROCODON-ACETAMINOPHEN 5-325	30	APPRISS PHARMACY	123 MAIN ST LYNDON KY 40242
10/11/2017	1119	PATIENT, DAVE	1985	HYDROCODON-ACETAMINOPHEN 5-325	30	HEALTHY PHARMACY	123 STOUT ST LOUISVILLE KY 40202
10/11/2017	1119	PATIENT, SALLY	1970	HYDROCODON-ACETAMINOPHEN 5-325	30	ONE PHARMACY	123 HOLSOPPLE LYNDON KY 40242
10/11/2017	1119	PATIENT, MALLORY	1980	HYDROCODON-ACETAMINOPHEN 5-325	30	FIRST PHARMACY	123 1ST ST LYNDON KY 40242
10/11/2017	1119	PATIENT, STEVEN	1975	HYDROCODON-ACETAMINOPHEN 5-325	30	ANOTHER PHARMACY	444 HOP ST LOUISVILLE KY 40211

4.5 Patient Alerts

To access Patient Alerts, navigate to **Menu > RxSearch > Patient Alerts**.

This section shows the most recent patient alerts. New alerts, ones that have not been viewed, are **bold** and have the word "**NEW**" next to them. Clicking the PDF Icon will download the letter associated with the alert. Clicking the patient's name will take the user immediately to the report normally found under **Menu > RxSearch > Patient Request**. **NOTE:** This section is user role dependent, meaning that certain roles will be unable to view this section.

Patient Alerts

Select a patient to view more information.

Patient Full Name	DOB	Alert Date	Alert Letter	Delivery Method
Adam Smith	01/01/1900	01/01/1900	Download PDF	Patient Alerts and Email
Adam Smith	01/01/1900	01/01/1900	Download PDF	Patient Alerts and Email
Adam Smith	01/01/1900	01/01/1900	Download PDF	Patient Alerts and Email
Adam Smith	01/01/1900	01/01/1900	Download PDF	Patient Alerts and Email
Adam Smith	01/01/1900	01/01/1900	Download PDF	Patient Alerts and Email

5 User Profile Management

The User Profile section allows users to view and edit certain aspects of their PMP AWAR$_X$E account.

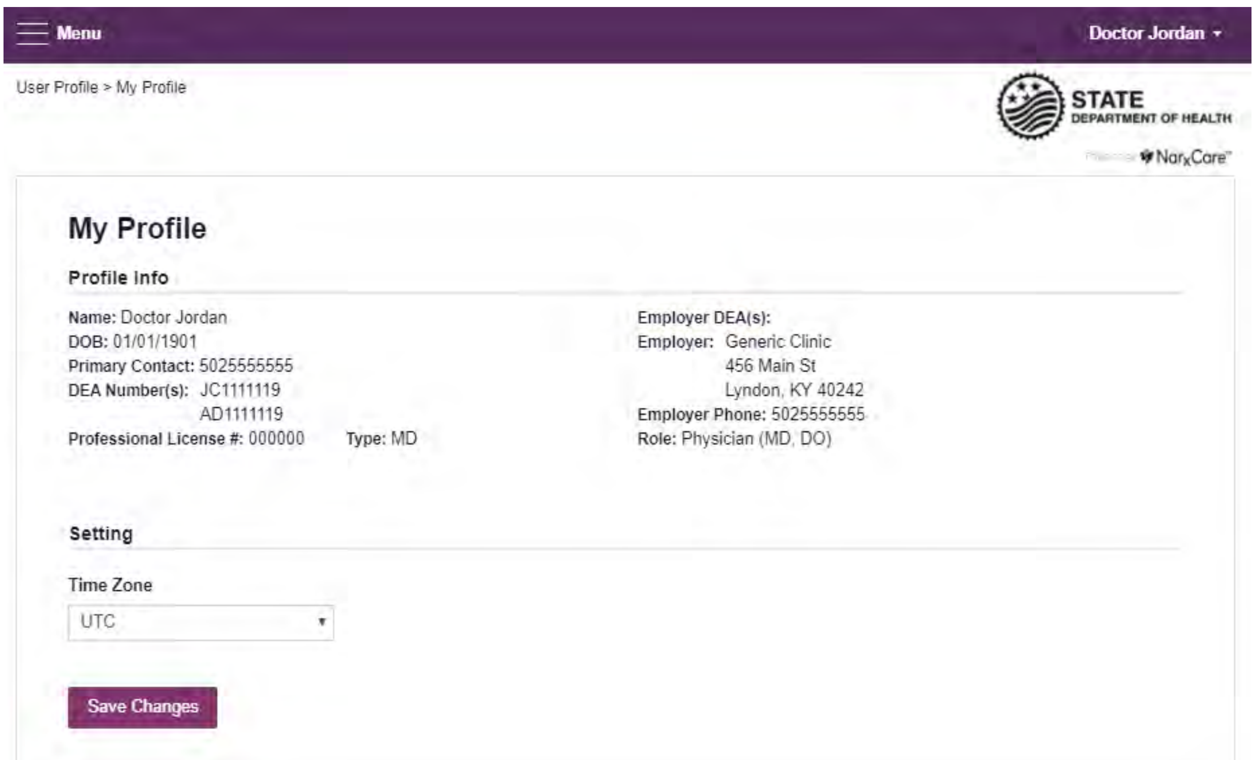
To Access the User Profile, navigate to **Menu > User Profile > My Profile**.

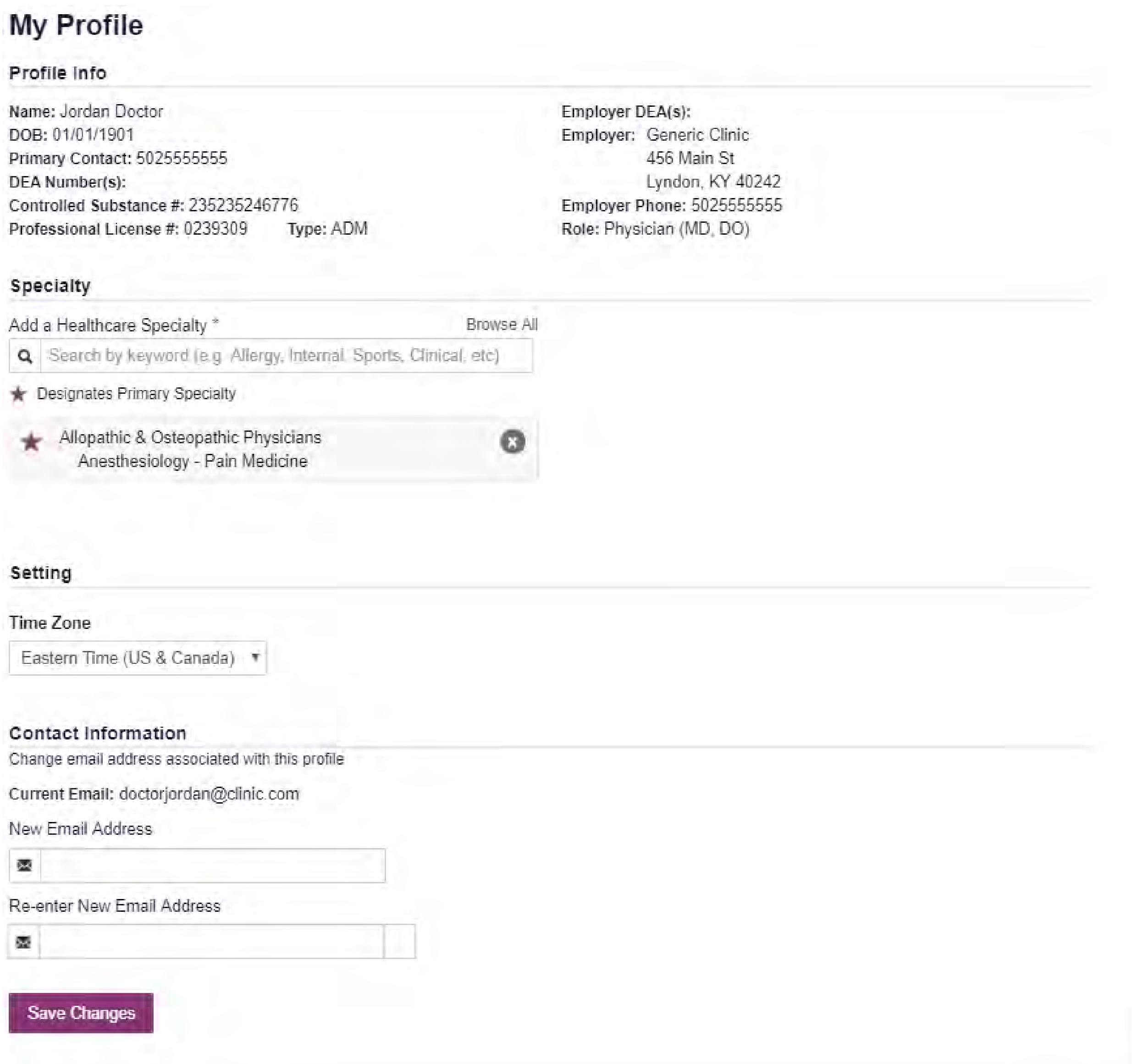
5.1 My Profile

The My Profile section allows the user to view their account demographics such as role, license numbers, employer details, etc.

Users may have the ability to update their email address, Healthcare Specialty, time zone, and supervisor(s) (if a delegate), if configured by the State Administrator.

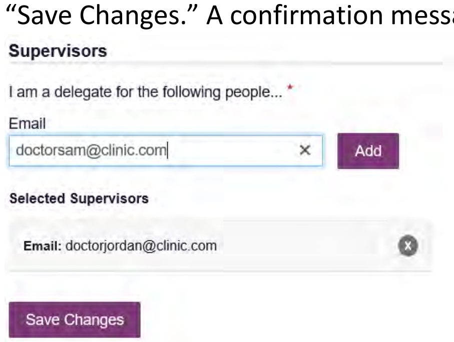
Updating personal or employer information (including DEA/NPI/NCPDP numbers) must be requested through the State Administrator.





To update your account:

1. **Adding Supervisors:** Delegate users may add additional supervisors to their accounts at the bottom of the screen. The delegate must enter their supervisor's email address and click add. If the delegate needs to remove a supervisor, click the "x" button next to the supervisor. Click "Save Changes." A confirmation message will be displayed.



2. **Healthcare Specialty:** To add or update the Healthcare Specialty, the user may search for their specialty by typing a few characters into the Healthcare Specialty field or by clicking “Browse All” to locate it.

   Select the specialty and it will be added to the account. If the user has multiple specialties, the user may designate their primary specialty by clicking the star icon to the left of the specialty. If the user needs to remove a specialty, click the “x” icon to the right of the specialty. Click “Save Changes.”

3. **Email Address:** To update the email address on the account, enter the new email address in the “New Email Address” and “Re-enter Email Address” field. Click “Save changes.” Upon saving a confirmation message will be displayed. Please ensure to click the link in the verification email

   received to verify the new email address.

5.2 Setting Default PMPi states

PMP AWAR$_x$E is configured to integrate PMPi to expand search capabilities when researching patient Rx history. Users have the ability to select from a list of approved states and can configure states to be selected by default when performing patient Rx searches.

1. The user navigates to **Menu > User Profile > Default PMPi States**
2. A listing of available states is displayed.
3. The user checks the boxes next to the states they desire to always be pre-selected when creating a new Patient Rx request.
4. The user clicks “Update Defaults” to save their selections.
5. When the Patient Rx request screen is opened to create a new request, the selected default states will now automatically be checked to include in the search results.
   a. Users can de-select default states as they choose. Having default states does not lock the state to always be required in patient searches.

5.2.1 Using PMPi with a Patient Rx Search

1. When creating a new Patient Rx request, a list of available PMPi states is listed at the bottom of the screen.
2. The user can select as many states as they wish to obtain results from. There is also a “Select All” button present if the user wishes to search all available states.
3. PMP AWARxE will submit the request for the patient to the PMPi systems of the selected states.
4. Results from those states are blended into the final Patient Rx report.
    a. The report does not separate Rx information from a state by state basis. It incorporates all information from all sources into a single report.
    b. **NOTE:** Only an exact name match will return results from interstate searches. There will not be a multiple patient pick list displayed for patients who do not have an exact name match.

5.3 Delegate Management

For supervisors, delegates associated with the user’s account are displayed in a table found at **Menu > User Profile > Delegate Management**. From this location, the supervisor can approve or reject new delegates, or remove existing delegates from their account.

5.3.1 Approving and Rejecting Delegates

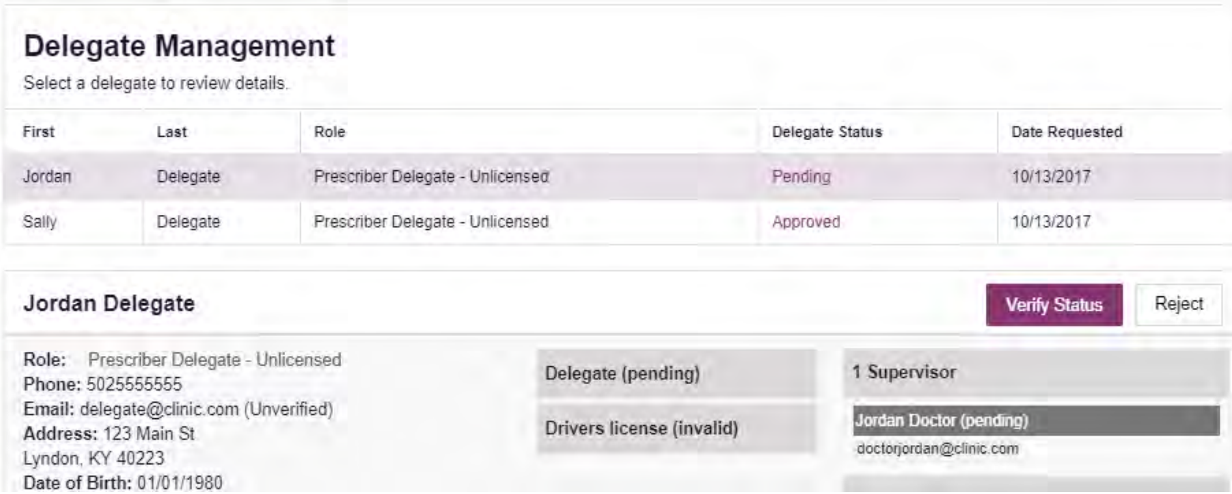
1. When a user registers as a delegate for a supervisor, the supervisor receives an email alerting them that a delegate account is pending their approval.
    a. If the request is not acted upon, PMP AWARxE will send follow up emails advising that action is still required.
2. The supervisor logs into the PMP AWARxE application (https://STATE.pmpaware.net/login) and navigates to **Menu > User Profile > Delegate Management**.
3. From the Delegate management screen, the supervisor can see all delegates associated with their account. New Delegate(s) are identified with the pending symbol in the Delegate Status column.

Delegate Management

Select a delegate to review details.

First	Last	Role	Delegate Status	Date Requested
Jordan	Delegate	Prescriber Delegate - Unlicensed	Pending	10/13/2017
Sally	Delegate	Prescriber Delegate - Unlicensed	Approved	10/13/2017

4. The user selects the delegate to view their information in the detail card at the bottom of the screen.



5. To approve or reject the delegate, the supervisor must click the appropriate button above the delegate's information. The delegate's status will be removed if rejected.

5.3.2 Removing Delegates

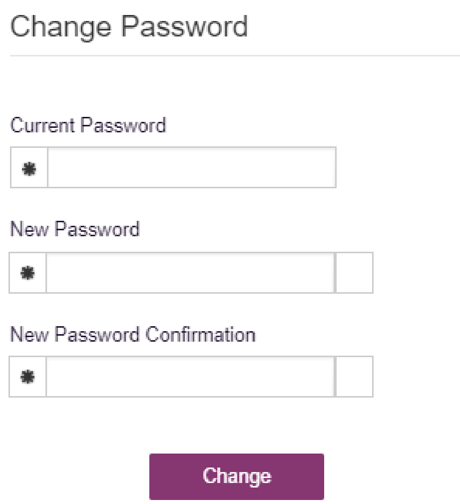
1. If a supervisor decides to remove a delegate from their account, the supervisor navigates to **Menu > User Profile > Delegate Management**.
2. The supervisor selects the active delegate from the list displayed.
3. The supervisor clicks the "Remove" button in the detail card at the bottom of the screen.
4. The delegate will be placed back in pending status. The delegate is not removed from the supervisors list.
    a. If a supervisor wants to add the user again at a later date, the supervisor can locate the former delegate in their list and select approve to add the delegate to their account again.
    b. If a supervisor wants to completely remove the delegate from their account, the supervisor can select the former delegate and click the "Reject" button. This will remove them from the supervisor's account.

5.4 Password Management

Password management can be handled within PMP AWAR$_X$E by the user. The user's password will expire after 90 days. A user can proactively change their password before it expires within the application through their user profile. If a password has expired, or if the user has forgotten the password, they can use "Reset Password" to change their password.

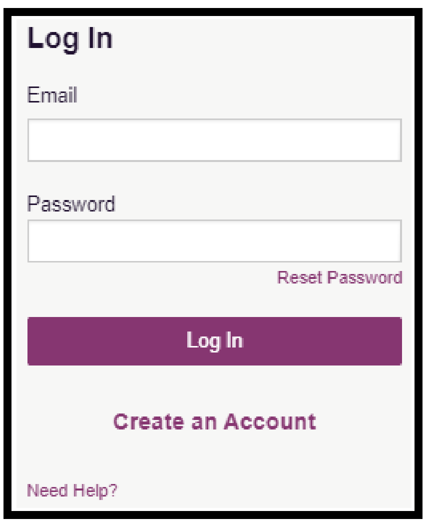
5.4.1 Updating the Current Password

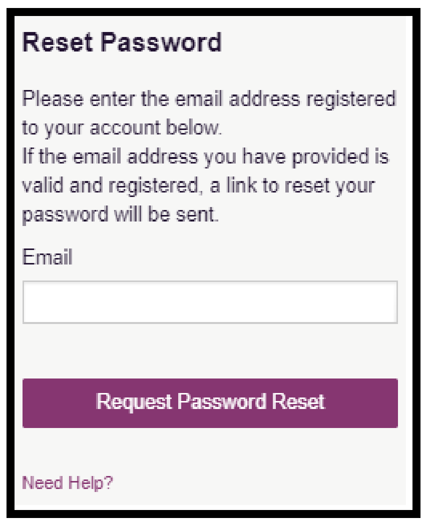
1. When a user wants to change their current password, they navigate to their **Menu > User Profile > Password Reset** section.
    a. This requires the user to know the current password and be logged into PMP AWAR$_X$E.
2. The user must then enter their current password and enter a new password twice.
3. The new password will take effect once the user has logged out of the application.



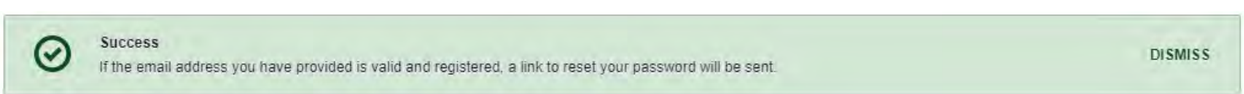
5.4.2 Resetting a Forgotten Password

1. When a user has forgotten their password or their password has expired, the user should click on the “Reset Password” link located on the log in screen.





2. The user must enter the email address they used to register with the application and click “Request Password Reset.”



3. The user will receive an email containing a link to reset the password as long as the email address was valid and exists on an account.
    a. The link will only be active for 20 minutes. After the time has expired, the user will need to repeat these steps to generate a new password reset email.

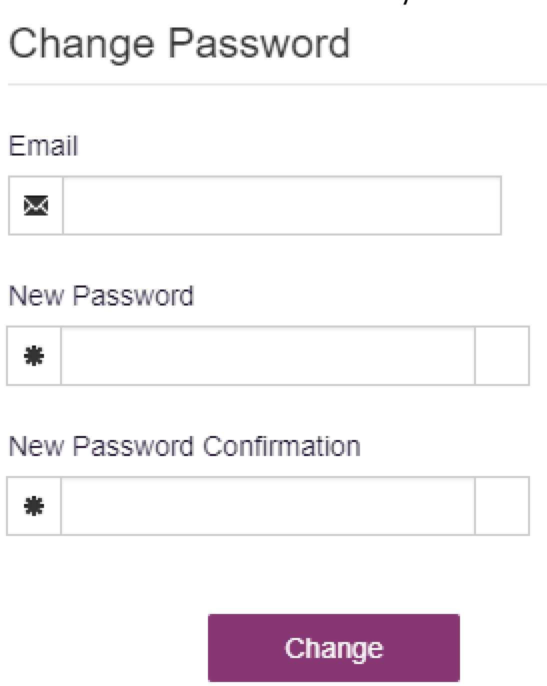
b. Per our security protocol, PMP AWARxE will not confirm the existence of an account. If the user does not receive an email to the email address provided, the below steps should be followed:
   i. Ensure a valid email address was entered.
   ii. Check junk, spam, or filtered folders for the message
   iii. If the email address is a working email address but no email has been received, contact the State Administrators (contact information in Section 7.2, Administrative Assistance) to request a new password or determine what email address is on the account.
   iv. Whitelist the below email addresses/domains
      a. The user should add the following email addresses to the email contacts list

      Or

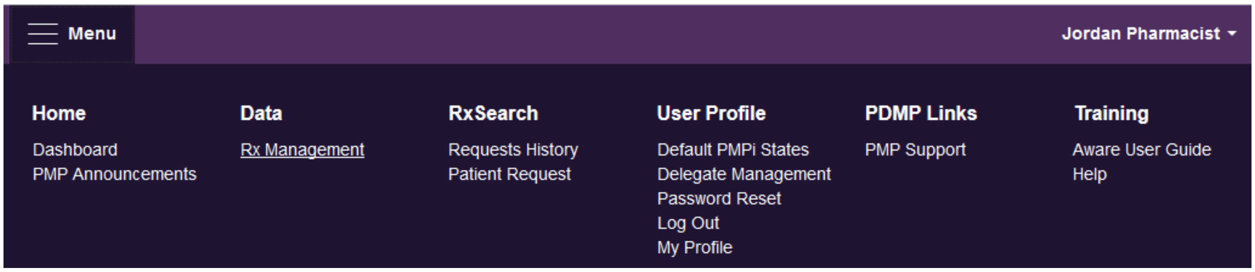
      b. The user should contact their IT Support to get the following email addresses/domains added as safe senders:

   no-reply-pmpaware@globalnotifications.com
   @globalnotifications.com
   @amazonses.com

4. Once the password reset email is received, the user must click the link in the email to reset their password. The user must enter the new password twice and then save the password.
   a. The password must contain a capital letter, and a symbol, and must be at least 8 characters. Users cannot reuse any of their last 12 passwords.



6 Data and Rx Management



The Rx Management section, located under the Data section, allows for management of prescriptions within PMP AWAR$_x$E. In this section, dispenser users can correct dispensation errors, modify inaccuracies on existing prescriptions (ex. incorrect prescriber information), add new prescriptions, and review prescription history for the pharmacy.

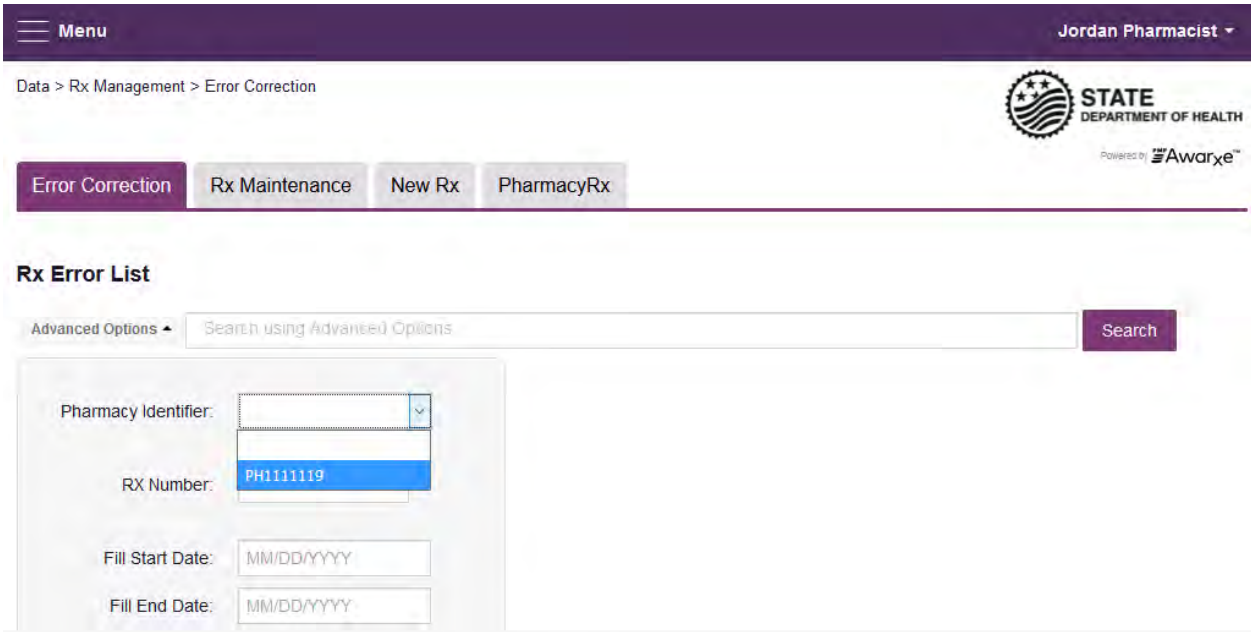
Depending on the settings the State Administrator has enabled for the portal in general and the specific roles types, there may be different options available. The screenshots below and the descriptions that follow in this section are all inclusive. If an option is not available, then it has not been enabled by the State Administrator.

In order to utilize this feature, users must have an Employer Identifier on their account, and must agree that they are responsible for correcting/maintaining prescription information of the employer Identifier for submission to PMP AWAR$_x$E. This must be done during registration. If the user has already registered and does not have any Pharmacy Identifiers available for selection in the below sections, the user must contact the State Administrator to have the Identifiers added and to agree to the terms of use.

6.1 Error Correction

Error correction allows for correction of errors for any prescriptions submitted to PMP AWAR$_x$E that did not pass validation. This is only applicable to prescriptions submitted via sFTP, file upload, or Realtime submission to PMP Clearinghouse. Any prescriptions submitted via Universal Claim Form cannot be submitted to the PMP AWAR$_x$E if a validation error is encountered, as the error must be cleared prior to submission.

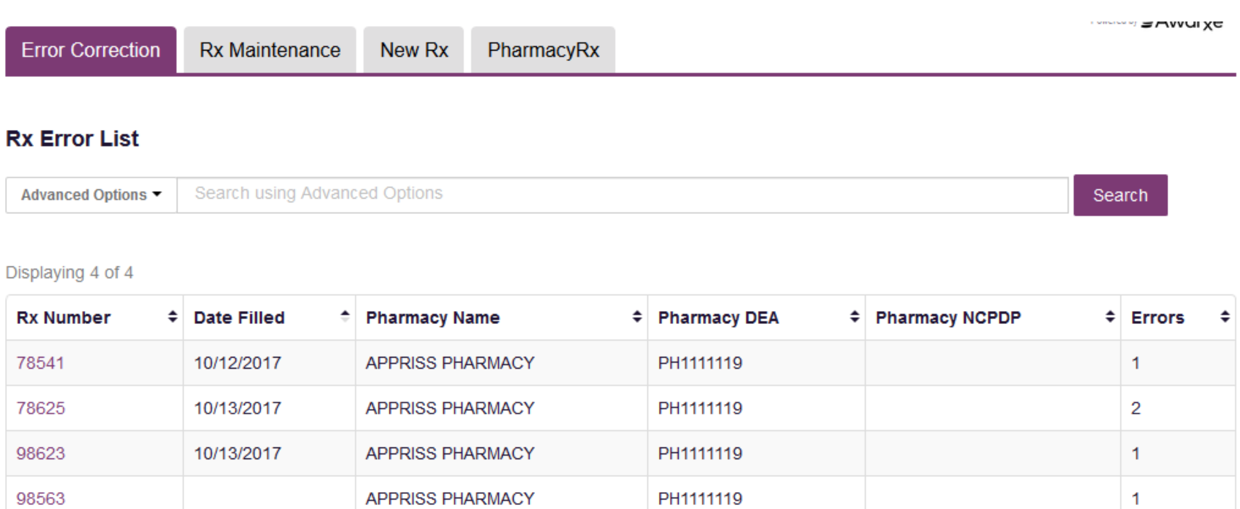
To begin correcting errors:



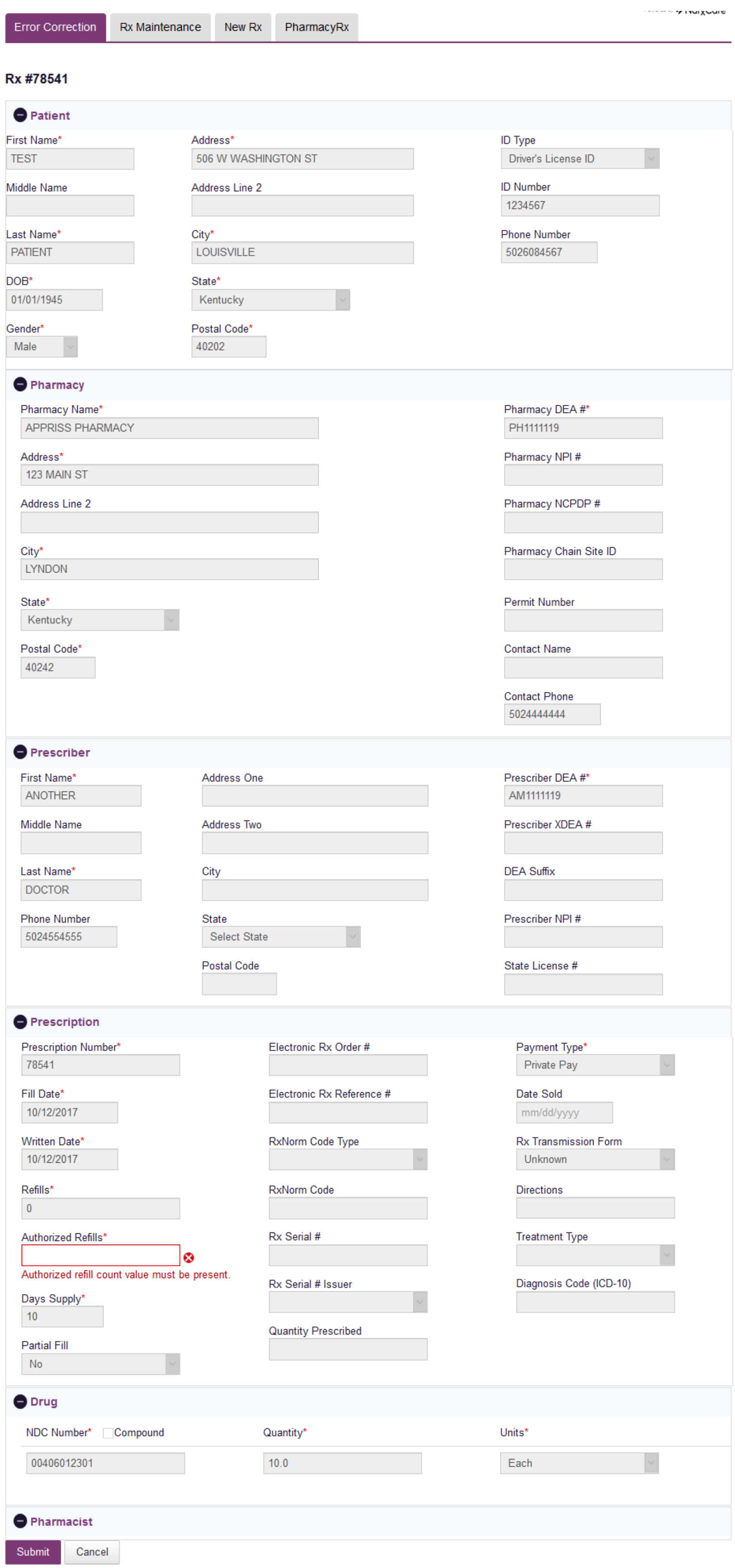
1. Navigate to **Menu > Rx Management** and click the **Error Correction** tab
2. Click "Advanced options" and select a Pharmacy Identifier from the list
   i) If there are no identifiers in the list, please contact the State Administrator
3. Enter a prescription number and/or date range if necessary
4. Click "Search"

The user will either presented with a message "No errors found for your selected employer identifiers," which means there are no prescriptions needing to be corrected, or the user will be presented with a list of prescriptions with errors needing correction.

If configured by the administrator, the user will be able to export this list into a .pdf or .csv file by clicking either of the icons next to the "Search" button.

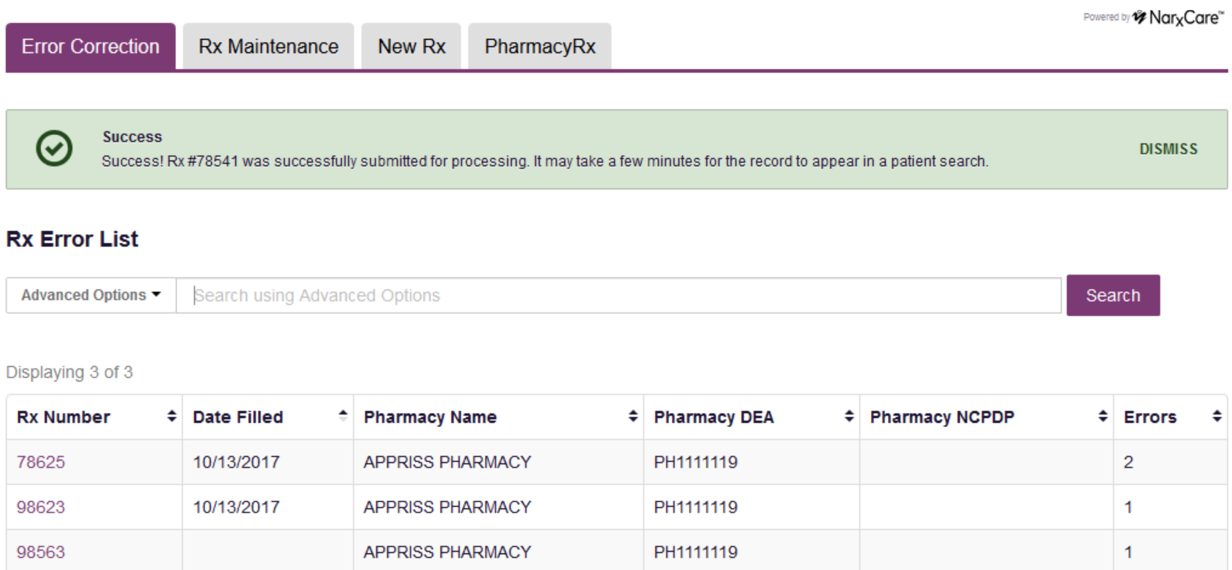


5. To correct the error, click on the prescription number.
6. The user will be presented with the error correction screen, which will display all fields of the prescription. However, the user may only edit fields containing errors.
   i) Individual sections (Patient, Pharmacy, Prescriber, Prescription, Drug, Pharmacist, etc.) can be hidden or expanded by clicking the "+" icon to the left of the section name.
   ii) A count of errors will be listed at the top of the screen, and the error itself will be indicated in red with an error message on the form.



Error Correction
Rx Maintenance
New Rx
PharmacyRx
Rx #78541
Patient
First Name*
TEST
Middle Name
Last Name*
PATIENT
DOB*
01/01/1945
Gender*
Male
Address*
506 W WASHINGTON ST
Address Line 2
City*
LOUISVILLE
State*
Kentucky
Postal Code*
40202
ID Type
Driver's License ID
ID Number
1234567
Phone Number
5026084567
Pharmacy
Pharmacy Name*
APPRISS PHARMACY
Address*
123 MAIN ST
Address Line 2
City*
LYNDON
State*
Kentucky
Postal Code*
40242
Pharmacy DEA #*
PH1111119
Pharmacy NPI #
Pharmacy NCPDP #
Pharmacy Chain Site ID
Permit Number
Contact Name
Contact Phone
5024444444
Prescriber
First Name*
ANOTHER
Middle Name
Last Name*
DOCTOR
Phone Number
5024554555
Address One
Address Two
City
State
Select State
Postal Code
Prescriber DEA #*
AM1111119
Prescriber XDEA #
DEA Suffix
Prescriber NPI #
State License #
Prescription
Prescription Number*
78541
Fill Date*
10/12/2017
Written Date*
10/12/2017
Refills*
0
Authorized Refills*
Authorized refill count value must be present.
Days Supply*
10
Partial Fill
No
Electronic Rx Order #
Electronic Rx Reference #
RxNorm Code Type
RxNorm Code
Rx Serial #
Rx Serial # Issuer
Quantity Prescribed
Payment Type*
Private Pay
Date Sold
mm/dd/yyyy
Rx Transmission Form
Unknown
Directions
Treatment Type
Diagnosis Code (ICD-10)
Drug
NDC Number*
Compound
00406012301
Quantity*
10.0
Units*
Each
Pharmacist
Submit
Cancel

7. Type in the correct value for the field(s) in error. Once the field(s) are complete, the error(s) will clear.
8. Scroll down to the bottom of the form and click “Submit.”
9. You will receive a successful notification and be returned to the error correction list, with prescription cleared from the list.



Rx Number	Date Filled	Pharmacy Name	Pharmacy DEA	Pharmacy NCPDP	Errors
78625	10/13/2017	APPRISS PHARMACY	PH1111119		2
98623	10/13/2017	APPRISS PHARMACY	PH1111119		1
98563		APPRISS PHARMACY	PH1111119		1

6.2 Rx Maintenance

Rx Maintenance allows the user to correct inaccurate information on a prescription, for example, incorrect patient or prescriber information. It also allows users to void a prescription if necessary.

6.2.1 Correcting Prescriptions

To correct inaccurate information on a prescription:

1. Navigate to **Menu > Rx Management >** and click the **Rx Maintenance** tab
2. Enter the search criteria and click search.
   - i) Select the appropriate Pharmacy Identifier
   - ii) Ensure the fill date range is correct. The default is a month prior to the current date.
   - iii) The user can enter only fill dates and select the Pharmacy Identifier
   - iv) The user can also enter a prescription number or prescriber last name to narrow their search

Error Correction | Rx Maintenance | New Rx | PharmacyRx

Rx Search

*Requires at least one Pharmacy Identifier and Rx Fill Dates

Prescriptions Number

Rx Number

78541

Prescriber

Last Name

Prescriptions Fill Dates

From *

09/16/2017

To *

10/16/2017

Pharmacy Identifiers

☑ PH1111119

Search | Clear

3. The user will then be presented with the results of their search, which will display the prescription number as well as filled and written dates, the patient's name, and prescriber and pharmacy information. Click the prescription number to proceed.

Error Correction | Rx Maintenance | New Rx | PharmacyRx

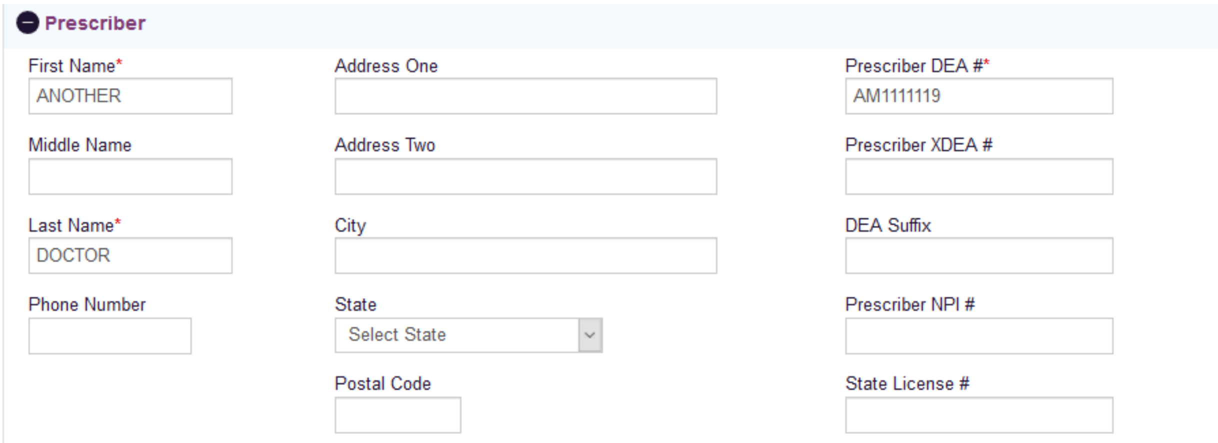
Rx Search Results

Presciption Number: 78541
Identifier(s): PH1111119
Rx Fill Dates: 09/16/2017-10/16/2017

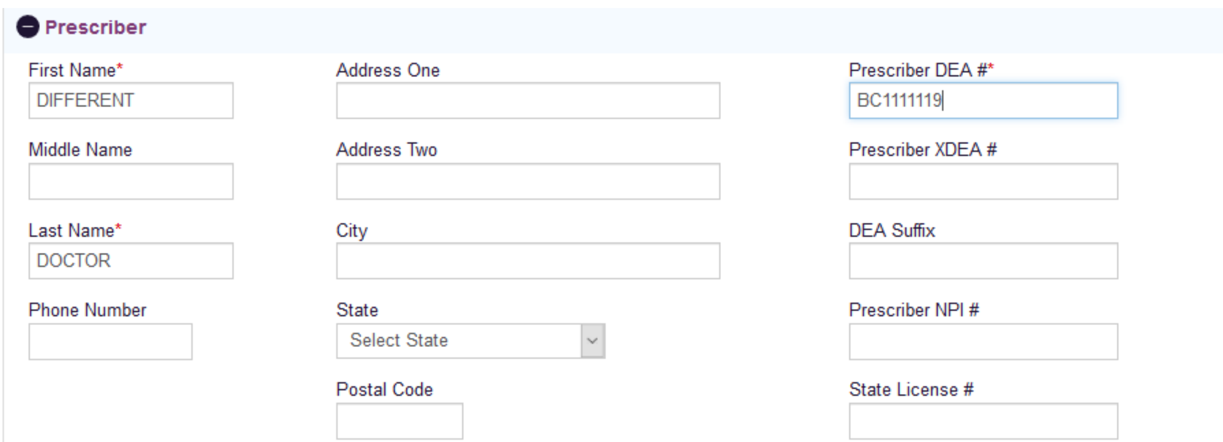
Displaying **1** entry

Rx Number	Date Filled	Written At	Patient Name	Prescriber	Pharmacy Name	Pharmacy Identifier
78541	2017-10-12	2017-10-12	TEST PATIENT	ANOTHER DOCTOR	APPRISS PHARMACY	PH1111119

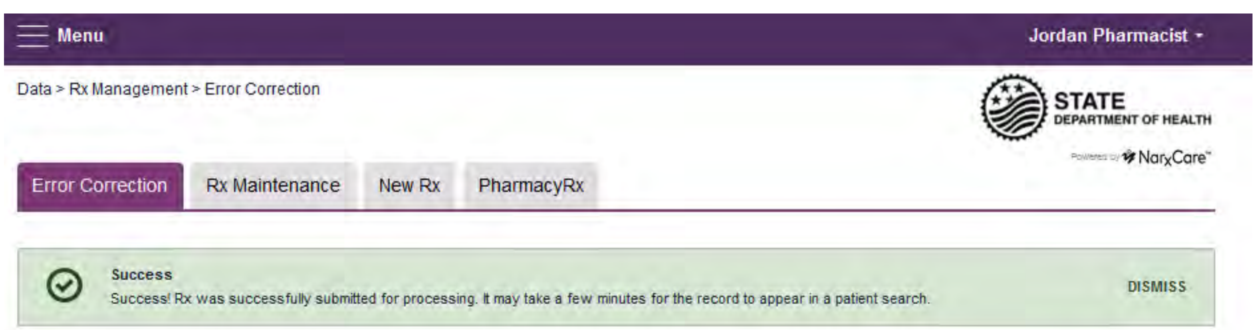
4. Navigate to the appropriate section of the form to make the correction. For this example we will be navigating to the Prescriber section to correct the prescriber information.



5. Make the correction, then scroll down to the bottom of the form and click "Submit"



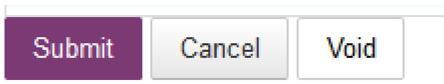
6. The user will receive a successful message indicating the Rx was submitted for processing.



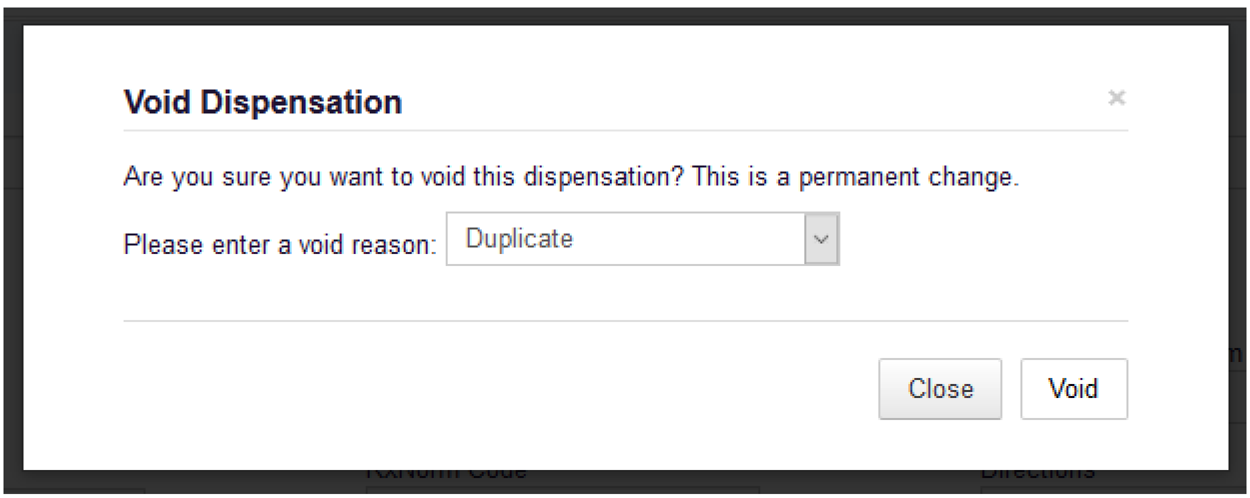
6.2.2 Voiding Prescriptions

To void a prescription:

1. Follow the above steps in section 6.2.1, Correcting Prescriptions, to locate the prescription.
2. Scroll down to the bottom of the form and click "Void"



3. The user will need to confirm they wish to void the dispensation, select a void reason, and click submit.
   i) Voids cannot be undone, in the event the prescription should not have been voided, it will need to be resubmitted.



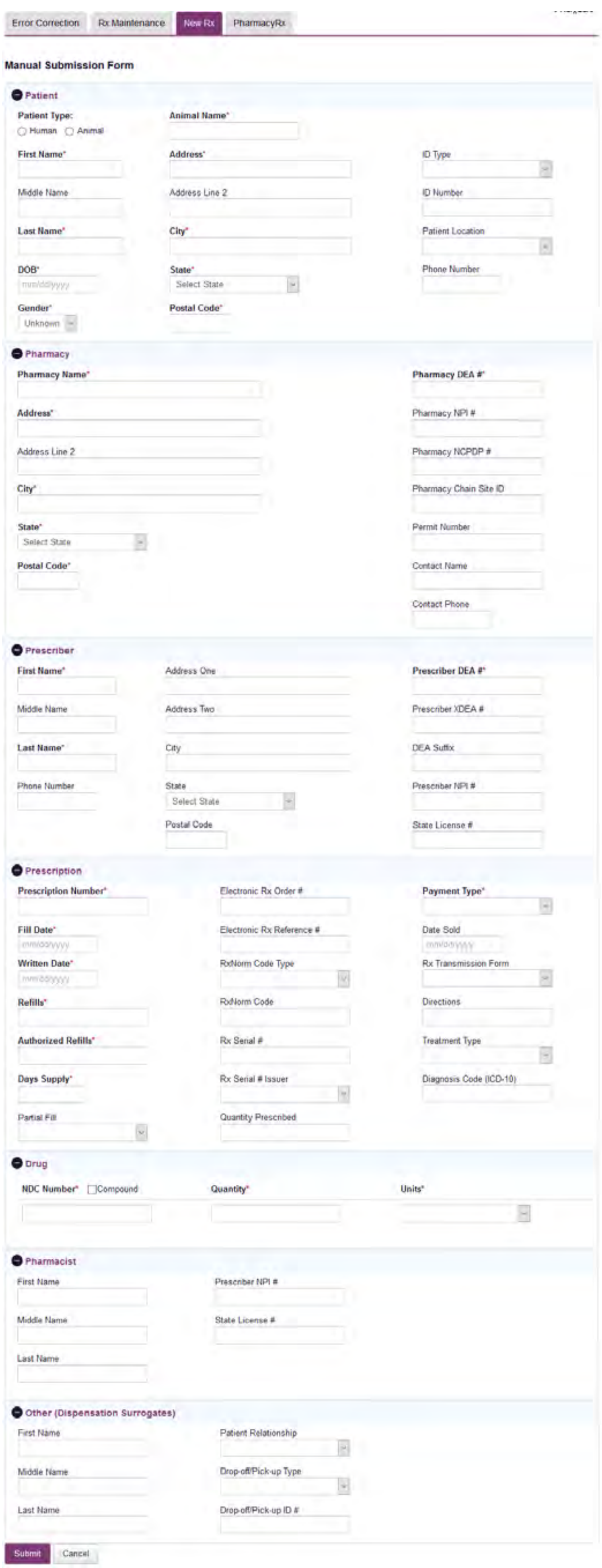
6.3 New Rx

New Rx is a manual submission form to submit a new prescription. Required fields are indicated in bold and with a red asterisk to their right.

The form cannot be saved and must be completed near the time of creation to avoid loss of information. Dispensations cannot be submitted with errors, any errors or missing values will need to be corrected before the dispensation can be submitted.

If a required value or required values are left blank and the user attempts to submit the form, the form will indicate the errors in red and provide an error message. All required values must be entered and valid in order to submit the form.

The form will not retain previously submitted values, such as pharmacy name, pharmacy address, or pharmacy identifier, however depending on your browser you may be able to retain this information for future use.



Error Correction | Rx Maintenance | New Rx | PharmacyRx

Manual Submission Form

Patient

Patient Type: ○ Human ○ Animal
Animal Name*
First Name*
Address*
ID Type
Middle Name
Address Line 2
ID Number
Last Name*
City*
Patient Location
DOB* mm/dd/yyyy
State* Select State
Phone Number
Gender* Unknown
Postal Code*

Pharmacy

Pharmacy Name*
Pharmacy DEA #*
Address*
Pharmacy NPI #
Address Line 2
Pharmacy NCPDP #
City*
Pharmacy Chain Site ID
State* Select State
Permit Number
Postal Code*
Contact Name
Contact Phone

Prescriber

First Name*
Address One
Prescriber DEA #*
Middle Name
Address Two
Prescriber XDEA #
Last Name*
City
DEA Suffix
Phone Number
State Select State
Prescriber NPI #
Postal Code
State License #

Prescription

Prescription Number*
Electronic Rx Order #
Payment Type*
Fill Date* mm/dd/yyyy
Electronic Rx Reference #
Date Sold mm/dd/yyyy
Written Date* mm/dd/yyyy
RxNorm Code Type
Rx Transmission Form
Refills*
RxNorm Code
Directions
Authorized Refills*
Rx Serial #
Treatment Type
Days Supply*
Rx Serial # Issuer
Diagnosis Code (ICD-10)
Partial Fill
Quantity Prescribed

Drug

NDC Number* ☐ Compound
Quantity*
Units*

Pharmacist

First Name
Prescriber NPI #
Middle Name
State License #
Last Name

Other (Dispensation Surrogates)

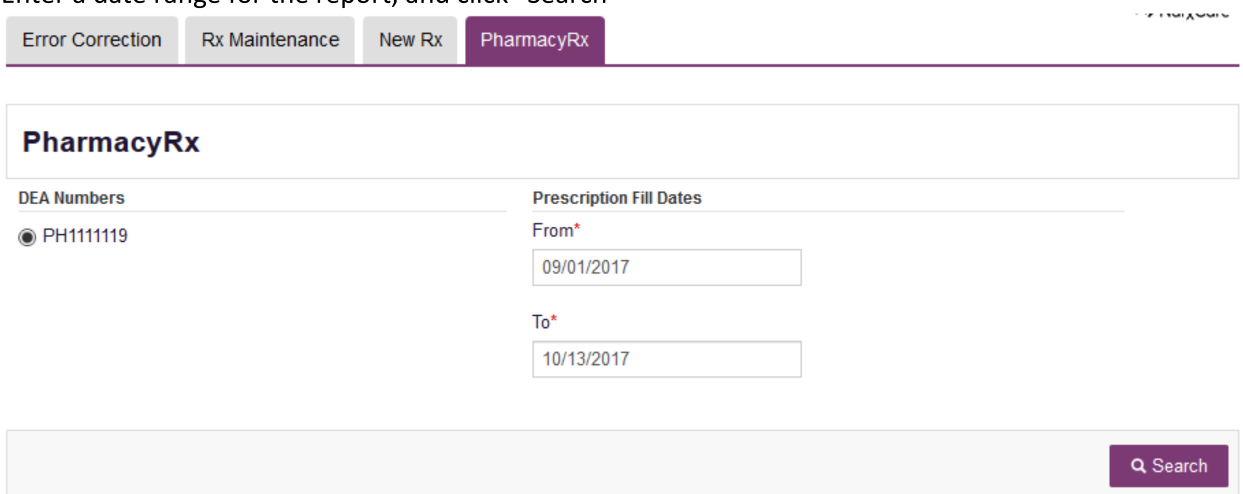
First Name
Patient Relationship
Middle Name
Drop-off/Pick-up Type
Last Name
Drop-off/Pick-up ID #

Submit | Cancel

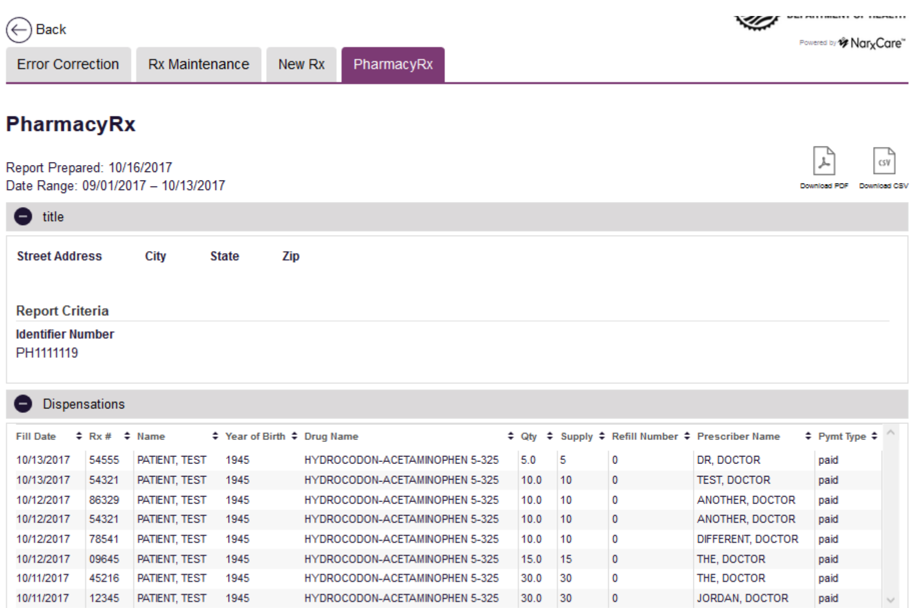
6.4 PharmacyRx

PharmacyRx allows users at the pharmacy to access a list of previously submitted prescriptions dispensed by the pharmacy.

1. Navigate to **Menu > Rx Management** and click the **PharmacyRx** tab
2. Select the desired Pharmacy Identifier
3. Enter a date range for the report, and click “Search”



4. The user will receive a report on dispensations filled by the pharmacy within the requested time frame. The report will contain a section with the pharmacy’s information as well as a Dispensations table.
   i) The Dispensations table can be filtered by any of its columns.
   ii) If the user needs to change the date range of the report, they can do so by clicking the “Back” button at the top of the report.
5. If configured by the State Administrator, the user will be able to export the data into a .pdf or .csv file by clicking the icons at the top of the report.



7 Assistance and Support

7.1 Technical Assistance

If you need additional help with any of the procedures outlined in this guide, you can contact Appriss at:

1-855-5ID-4PMP (1-855-543-4767)

or

Create a support request using the following URL:
https://apprisspmp.zendesk.com/hc/en-us/requests/new

Technical assistance is available 24 hours, 7 days a week, 365 days a year.

7.2 Administrative Assistance

If you have non-technical questions regarding the Idaho PDMP AWAR$_X$E System, please contact:

Idaho Prescription Monitoring Program

1199 Shoreline Lane Suite 303

Boise, ID 83704

P: 208-334-2356
Email: Teresa.anderson@bop.idaho.gov

8 Document Information

8.1 Disclaimer

Appriss has made every effort to ensure the accuracy of the information in this document at the time of printing. However, information may change without notice.